



Microsoft Dynamics GP Customer Solution Case Study



Maintenance Services Company Improves Business Performance and Financial Controls

Overview

Country or Region: United States

Industry: Maintenance and Services

Customer Profile

Support Services of America is a building and facilities maintenance, janitorial, and food services provider to Retail, Commercial, and Government units.

Business Situation

Support Services of America is currently using Quick Books which is not scalable, offers inadequate database performance, and does not have intelligent reporting.

Solution

Support Services of America chose Microsoft Gold Certified Partner, Ignify, to deploy Microsoft Dynamics GP. The new system allows management to track costs and profits per project.

Benefits

- Increases Information Accessibility
- Increases Profitability
- Increases Efficiencies
- Provides Scalability and Growth

“Dynamics GP and Ignify has helped us move to the next generation. Previously adding a customer with multiple locations and invoicing them took three full-time employees. With Ignify’s help we were able to use Dynamics GP to automate the entire process and cut costs.”

Don Osborne, Controller, Support Services Of America, Inc.

Support Services of America is a leading provider of integrated maintenance and support services for the Retail, Commercial, and Government sectors. It not only provides janitorial, environmental, and maintenance services, but offers institutions complete monitoring systems with computerized software and national purchasing power to manage their supplies and equipment. The growing company needed a more scalable and robust accounting system to improve financial controls and get intelligent business reporting. Quick Books could no longer support the database performance or track profits by store. Support Services of America chose Ignify, Microsoft Gold Certified Partner, to deploy Microsoft Dynamics GP with advanced Project tracking. This integrated solution helped automate billing, unified reporting across its divisions, with the ability to track project costs and profits by store, and improved overall business performance.



“Being able to track performance of job sites actual vs. budgeted cost gives management operational and financial controls to reduce expenses per store and improve overall profitability.”

Don Osborn, Contoller- Support Services of America

Situation

Founded in 1996, Support Services of America has grown from a company that started on customer referrals to a nationwide service offered in 35 states across the USA. Support Services of America provides janitorial and maintenance services integrated with state of the art monitoring software to companies in the Retail, Healthcare, Construction, and Education sectors. Some of their customers include Target Stores and Office Depot.

One of Support Services of America's biggest challenges was the lack of an ERP system that gave them financial and operational controls and was scalable to match their fast-paced growth. Prior to the implementation, management did not have unified reporting across its divisions and could not track project costs or profitability for individual stores. So in a group of a 100 Target Stores, they had no visibility of cost per store, whether the entire division was profitable, and had no access to intelligent reporting.

Support Services of America was using Quick Books Enterprise as their accounting system which was adequate when the company was small and needed a limited feature set. Now Support Services of America is a national company servicing Fortune 1000 customers and required more operational and financial control to sustain profitability. SSA had outgrown Quick Books and sought an enterprise accounting solution that offered more robust features, business intelligence, and the database performance

Support Services of America's top priority in selecting an IT partner was choosing a local company that could migrate their current systems and transaction history to a scalable ERP system. They wanted a company with a proven track record in deploying Microsoft Dynamics GP implementations, and could

customers turned to the call center to check inventory, place orders, and track shipments.

Solution

In January 2007, after an extensive evaluation of various IT partners, Support Services of America chose Ignify, Microsoft Gold Certified Partner, with competencies in Microsoft Business Solutions, Business Process Integration, and Business Intelligence & Data Management solutions. Ignify has extensive experience in the Microsoft Dynamics product range including Microsoft Dynamics ERP and Microsoft CRM.

To meet Support Services of America's goals of improving business performance, improving productivity and needing more operational and financial controls, Ignify recommended the Microsoft Dynamics GP ERP system. The solution offered a more robust, feature rich accounting solution with the ability to track project cost and profitability at the individual store level.

Ignify implemented the core financial modules, bank reconciliation, advanced invoicing, and project tracking. The solution met all requirements for automating recurring invoicing, allocating costs, and payroll to customers and their locations and getting profitability on customers by location.

Benefits

Ignify's implementation of Microsoft Dynamics GP has resulted in numerous benefits.

The end-to-end integration has automated tasks that were once manual. The new system has lessened labor and increased efficiency across the board.

Increases Information Accessibility

The availability of real-time data from Microsoft Dynamics GP integrated with Project Cost accounting allows managers to create, view, and edit projects in an easy-to-use “tree view” window.

The budgeting and project analysis tools have added strength to the corporate controller’s ability to track progress on projects, get a comparison analysis of actual vs. budget for revenue and expenses, and the capability to quickly drill down to investigate variances.

These project and budgeting tools give a granular level of detail and financial control previously hidden from upper management view. Accessibility of key data in an intuitive environment empowers management with business performance.

Increases Profitability

Ignify’s integrated solution provided superior project profitability analysis and intelligent reporting at every layer of the project.

Ignify designed and customized reporting to track gross profits by job site, by store, by customer, by customer segment, and track performance of job sites actual vs. budgeted cost. Decision makers can do comparative analysis between customers and analyze which services are profitable, which divisions are on the borderline, and quickly take action to implement changes in the product mix or control costs. Intelligent reporting also gives business insight as to the product mix yields the highest rate of return on their stores.

“Being able to track performance of job sites actual vs. budgeted cost gives management operational and financial controls to reduce expenses per store and improve overall profitability.” said Osborn.

Increases Efficiencies

Previously, if accounting wanted to add another store to Target, one of its largest customers with a 100 plus stores, they used to go into the General Ledger chart of accounts and have to create new accounts for every store. This manual process involved significant man hours and was inefficient.

Now accounting creates projects, so all expenses go into project cost tracking and expenses get grouped into each store rolled up automatically at the customer level. Reporting gets generated at the customer level rather than from the General ledger in the chart of accounts. This automated process reduces the amount of information that needs to be entered every time a new customer or store is added, saves time and increases efficiencies.

Tight integration between Microsoft Dynamics GP and Project Cost gives employees a consistent user interface, minimizes application switching, saves time and improves overall efficiency.

Provides Scalability and Growth

Intelligent reports provides Support Services of America a management tool to expand their integrated services into wider market segments, gives them flexibility to try to new services, and the ability to grow by acquiring new companies.

Ignify’s implementation of Microsoft Dynamics GP and advanced Project Cost tracking provides Support Services of America, Inc. an enterprise accounting solution that is scalable, increases profitability, and accurately measures business performance.

For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to: www.microsoft.com

For more information about Support Services of America products and services, call 1-888-564-0005 or visit the Web site at: www.supportservicesamerica.com

For more information about Ignify products and services, call (562) 219-2000 or visit their Web site at: www.ignify.com

Microsoft Dynamics

Microsoft Dynamics is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence. Microsoft Dynamics works like familiar Microsoft software such as Microsoft Office, which means less of a learning curve for your people, so they can get up and running quickly and focus on what's most important. And because it is from Microsoft, it easily works with the systems that your company already has implemented. By automating and streamlining financial, customer relationship, and supply chain processes, Microsoft Dynamics brings together people, processes, and technologies, increasing the productivity and effectiveness of your business, and helping you drive business success.

For more information about Microsoft Dynamics, go to: www.microsoft.com/dynamics



Software and Services

- Microsoft Dynamics ERP
 - Microsoft Dynamics GP

Partner

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