Insurance Service Provider Quickly Realizes Big Benefits By Moving To Dynamics GP

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>
> *Mike Csom, IT Project Manager*
> *The ASU Group*

Customer: **The ASU Group**

Web Site: **www.asugroup.com**

Customer Size: **60 Employees**

Location: **Okemos, MI**

Industry: **Other**

The ASU Group
The Strength of a Big Company with the Heart of a Small One.

Customer Profile:

The ASU Group was founded in 1952 and became a privately-held ESOP in 1982. The company provides independent claim adjusting, case management, medical bill review and third party administration to insurance companies, self-insured property and casualty organizations and individuals throughout Michigan, several Midwest states as well as Louisiana. The company has also become active in the geriatric care management market with a new product called Age Navigation.

Software and Services:

- Microsoft Dynamics GP 2010 (12 Users)
- eOne Solutions SmartConnect
- Microsoft SQL Server 2005

Hardware:

- HP DL160-G5 Database Server w/4GB RAM, Xeon E5405 2.0 GHz processor, 410GB Partition
- HP DL380-G3 Terminal Server w/4GB RAM, Xeon 3.20 GHz processor, 2-36GB RAID 1 drives
- Windows Server 2003 R2

For More Information Call:

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The Challenge

The ASU Group knew it was time to change direction. They had spent more than a year trying to implement an Open Source ERP solution and the new system still wasn't operational. According to Mike Csom, The ASU Group's IT Project Manager, "The ASU Group is pretty self-sufficient, but we were in over our heads with open systems." Mike added that the cost of maintaining the open source solution was much higher than they had expected due to the high on-going consulting fees. To make matters worse, the consulting firm they were working with was very unresponsive.

Given the issues that they were having with their open source solution, Mike recommended to his management team that they move to a Microsoft-based solution that would be easier to use and less expensive to support. He also recommended that they use a local consulting firm to help them with the implementation. Management agreed and after evaluating their alternatives, they decided to purchase Microsoft Dynamics GP from Maner Costerisan.

The Solution

At the time that the ASU Group decided to implement Dynamics GP, their existing applications were not integrated. They were using an old, unsupported version of Solomon for their financial accounting, Oracle for their payroll and a proprietary claims adjusting application called CMS.

Their ultimate goal in implementing Dynamics GP was to have the financial and payroll applications on a single platform that could be interfaced with their CMS application. Rather than take on everything at once, the ASU Group decided to start by implementing the core financial applications. According to Julie Somes, Accounting Manager, "Implementing Dynamics GP was so much easier than expected. I literally had gut wrenching fear going into the implementation because of two previous failed conversions. When we got into it, though, it was so easy. We were able to do much of it ourselves and we even came in 10% under budget." Mike Csom added, "We were fully up and running in three months. We hadn't gotten that far in over a year with our Open Source option."

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Microsoft Dynamics

About nine months after successfully implementing the core financial applications, the ASU Group replaced their Oracle payroll application with the Microsoft Dynamics GP HR and payroll modules. "Like the other Dynamics GP modules, payroll is so easy," says Julie, "...especially after using Oracle payroll." She added that a lot of the ease of use is due to having good advice from your consultants and having the software set up properly. "We have a lot of respect for Maner Costerisans consultants and we seek their advice readily. They know both accounting and software. That wasn't the case with our previous consultants."

The Benefits

"We couldn't be happier with our decision to implement Microsoft Dynamics GP," says Sarah Hartman, the ASU Group's CFO. "In addition to the fact that the annual maintenance costs are much less expensive, Dynamics GP allows us to do more with less staff. It has already made us 10% to 20% more efficient and we expect that percentage to increase as we continue to find additional ways that the software can help us."

According to Julie Somes, the biggest benefit of Dynamics GP has come from having integrated payroll. The ASU Group has extensive payroll allocations, so having an integrated solution that can automatically post those allocations has saved them considerable time and effort. Another area where they have seen significant benefits is importing data into the system. Based on Maner Costerisan's recommendation, the ASU Group purchased eOne Solutions' SmartConnect to assist them with interfacing other applications to Dynamics GP. With SmartConnect, Julie said they can easily map and import journal entries, AP vouchers & AR Invoices, for example, from any data source, including Excel. She added, "This has been a tremendous time saver. We now import almost all of our entries." Other benefits of Dynamics GP, according to Julie, include the ease with which she can generate ad-hoc queries and reports, the ability to customize reports without having to call support, and the Microsoft Office Integration which allows her to automatically generate letters in MS Word.

"Another benefit of moving to Dynamics GP is Maner Costerisan," said Sarah Hartman. "They are easy to work with, know their product and are extremely responsive. Furthermore, they are local and that's a huge positive. I also like the inexpensive local classes that they offer and the fact that they host an annual users conference where we can meet other users."

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