

Microsoft Dynamics GP Case Study – Fox Valley Systems

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Overview

Fox Valley Systems (FVS) is a nationwide manufacturer and distributor of aerosol paint cans and accessories. With over 12,000 customers and yearly sales over \$4 million, their headquarters and distribution facility is located in the greater Chicagoland area and their manufacturing facilities are in Great Britain. FVS had a business need for more reporting functionality and a customized inventory, which would empower them to have better control over business processes, reduce overhead and increase customer support. FVS turned to Computing Technology Solutions (CTS) to migrate their current financial system (Peachtree by Sage) to Microsoft Dynamics GP as well as to integrate their financial system with online ordering. This system reduced costs by an estimated twenty-three percent (23%), increased efficiency within inventory and warehouse processes, automated several shipping processes, and allowed customers to purchase real-time inventory and also manage their own accounts.

Situation

FVS has been in business for over 35 years and was using several independent systems to manage its accounting, shipping, and customer records. Some of these systems included Peachtree, a DOS-based customer record system, UPS Worldship, and even Excel spreadsheets. Due to the fact that these systems were separate and independent of each other, users were not able to pull their information in a timely manner to make business decisions or keep data processes from flowing properly. Simple tasks, such as giving shipping information to customers, running a daily sales report, or even knowing product inventory, were time consuming tasks that would severely impact productivity and customer satisfaction. By not having all of their business data in a central location, FVS was lacking a competitive need to manage its business more efficiently.

Solution

FVS contracted Computing Technology Solutions, who is a Microsoft Dynamics Partner, to deploy Microsoft Dynamics GP as a unified ERP system that could integrate all of its current systems' functionality and import their historical data. With the flexibility of GP, CTS would be able to customize the solution to fit the exact business needs of FVS. Before getting involved with the technologies involved with this project, CTS spent several days working with all departments of FVS to get a full understanding of their business processes, so that they could streamline the work flow and integrate the departments.

After the GP infrastructure was created and before the customizations could begin, CTS utilized Microsoft SQL 2005 to import and store the data from all the various systems that FVS had been using for years. The data migration and cleansing phase is one of the most critical pieces to a GP implementation's success. Without having clean and acceptable historical data from the start, it will only lead to larger problems down the road with a larger increase of support costs.

Once all historical data was in a centralized location, CTS worked with FVS' senior management to customize GP forms, reporting the data conduits to properly import the data from SQL to the GP database. In parallel to this process, CTS' web development team began to design and develop an ASP.NET website that would query the GP database for inventory, product information, customer information, and outstanding balances. The website also incorporated a UPS shipping system that would eliminate the need for the additional UPS Worldship computer.

The entire project lasted two months from planning to completion, and finished on time and on budget. FVS was very pleased with how GP was able to be customized to fit their specific business and was extremely impressed with its canned and custom reporting functionalities. GP truly integrated every piece of FVS' business within one system that was usable and able to handle its business.

Benefits

FVS saw immediate benefits after migrating its several systems into GP. Some of these benefits included:

- ✓ Senior management was able to run more accurate reports quicker allowing them to make better business decisions
- ✓ Real-time and accurate inventory which customers could access using the web or by a customer service rep on the phone
- ✓ Increase in productivity with warehouse processing by minimizing the effort to ship products
- ✓ Increase in customer satisfaction by allowing customers to securely access their accounts to print statements/invoices, view previous orders, and even pay off their balances
- ✓ Increase in sales by reaching out to new customers interested in purchasing products online
- ✓ Decrease in COGS by shifting current clients to the online ordering system away from phone orders