



## Solution Overview

**INDUSTRY**  
 Entertainment  
 Human Resources

**SCENARIO**  
 Keeping up with seasonal employment fluctuations meant a mountain of paperwork and data duplication for Heavenly until it implemented Microsoft Great Plains eEnterprise.

**COMPANY PROFILE**  
 Heavenly Valley is the largest ski area in the United States, employing 1500 people during the peak winter season.

**SOLUTION**  
 Using eEnterprise Human Resources, Heavenly Ski Resort has significantly reduced the duplicate data and data re-entry required to manage its fluctuating workforce.

**SOFTWARE USED**  
 Microsoft Great Plains eEnterprise  
 Human Resources Series  
 Microsoft Windows 2000  
 Microsoft Windows NT  
 Microsoft SQL Server

# Heavenly

*Implementing eEnterprise Human Resources made a molehill out of Heavenly's previously "mountainous" employee paperwork.*

Located in the Sierra Nevada Mountain Range on Monument Peak and straddling the state line between California and Nevada, Heavenly Ski Resort is the largest ski resort in California and one of the largest ski resorts in North America. With 82 runs and 4800 skiable acres, it's easy to see how the resort got its name. On the HR side of the mountain, however, things weren't always so heavenly.

## An uphill situation

During the busy winter season, Heavenly Ski Resort employs 1500 people, often hiring as many as 1100 in a two-week time period. But because of the seasonal nature of the business, that number decreases to 275 during the off-season. With such a fluctuating staff, Heavenly needed more control over its human resources and payroll systems, and the resort's manual HR system made for tough sledding.

"HR personnel entered all the applicant information and then once employees were hired, our payroll people would turn around and do the same thing. At the end of the season, we'd repeat the process—only in reverse. I knew there had to be a more cost-effective way to eliminate that repetitive data entry," said Paul Pfothenauer, Heavenly's Controller.



**Microsoft Great Plains Case Study**

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Controller***

**For every business problem there is a Microsoft Great Plains Business Solution.**

## ***The eEnterprise answer***

So the popular ski resort switched to the eEnterprise integrated Human Resources and Payroll system to streamline its processes. “We looked at another system but determined it was unaffordable with software, hardware, training and implementation costs. We wanted a totally integrated system, so when we found Microsoft Great Plains, we brought it on board.” Implementing an integrated human resources system has been a big lift for Heavenly Valley. The ability to track applicants who become employees has helped staff eliminate keystrokes and duplicate entries. And, once people are hired, the employee information can be seamlessly integrated to eEnterprise Payroll for paychecks and reporting purposes. And as for the cost-effectiveness of the system, biweekly payrolls that previously required more than three individuals to process during the peak season, now require only one.

Understandably, Heavenly’s HR and Payroll needs are sometimes as complex as a black diamond run, but according to Pfothenauer, the Microsoft Great Plains products have addressed them all. “We have employees in two states, and having an integrated system helps us with traceability for workers’ comp codes and tax codes. We used to spend an inordinate amount of time and money manually verifying employee punch card information. But now the timekeeping can be imported directly. The cost savings with the Microsoft Great Plains system have been huge!”