

# CHIBARDUN TELEPHONE COOPERATIVE, INC.

## Solution Overview

### Industry

Telecommunications

### Microsoft Business Solutions Partner

Olsen Thielen Technologies, Inc.  
St. Paul, Minnesota, USA

### Scenario

Chibardun was looking for a long-term information infrastructure solution.

### Company Profile

A rural telephone cooperative, Chibardun provides telephone, cable television, Internet access, paging and cellular service to northwestern Wisconsin.

### Benefits

By implementing Microsoft Business Solutions, Chibardun has improved work life and efficiency in the company and has enhanced the strategic planning process.

### Software Used

Microsoft Business Solutions—Great Plains  
Financials  
Inventory and Order Processing  
Human Resource Management  
Microsoft SQL Server™  
Windows® NT®

### Demographic Information

Annual Revenue: \$5.5 million USD  
Number of Employees: 70  
Number of Sites: 1  
Number of Users: 14

*Chibardun Telephone Cooperative may serve small-town customers, but when a business solution upgrade was needed, they didn't think small. Chibardun chose Microsoft Business Solutions, knowing that it could provide the long-term infrastructure solution that will make a difference as the company grows.*

Formed in 1957, Chibardun Telephone Cooperative is located in rural northwestern Wisconsin and serves 6,500 access lines. The company also provides cable television, Internet access, wide-area paging and cellular service.

## Searching for the Right Solution

Before choosing Microsoft® Business Solutions—Great Plains®, Chibardun worked with a VAX-based software solution written by the company's billing software vendor, Martin Group. Although customized for Chibardun, the solution was not powerful enough to be the backbone they needed it to be. Specifically, Chibardun needed a solution that offered module integration, online inquiry and versatile reporting capabilities. The company was searching for something robust, easy to use, easy to maintain and affordable. Chibardun found all of those characteristics and more in Microsoft Business Solutions.

## New Solution, Improved Processes

According to Chibardun Controller Jim King, implementing Microsoft Business Solutions has changed nearly all of the company's processes, enhancing work life for employees and improving the bottom line. For example, employees are now able to look up transaction details from their desks rather than physically looking through paper files. This not only better utilizes employees' time, but it also simplifies the process.

The improvements found at Chibardun since the implementation have made evangelists of the company's employees. King is especially committed to Microsoft Business Solutions products and regularly provides referrals to Microsoft Business Solutions reselling partner Olsen Thielen Technologies (OTT) in St. Paul, Minnesota. King also participates in customer groups at OTT and regularly sends employees for Microsoft Business Solutions training seminars.

## What Works for Chibardun

Because integration was one of the key elements during the search for a business solution, it is not a surprise that Chibardun considers Bank Reconciliation to be one of the most helpful components of the system. King appreciates the ability within Bank Reconciliation to take all receipt and payment information stored in accounts payable and accounts receivable to create detailed records.

*"[Microsoft Business Solutions] is economically priced for our size company. It is robust, easy to use and [easy to] maintain."*

Jim King  
Controller  
Chibardun Telephone Cooperative

The fact that all of the modules are fully integrated means employees only have to enter information one time and it is available across the system. This is a significant timesavings as well as a more thorough process.

King also likes the Purchase Order module because the entry of the purchase order and subsequent receipt of items purchased generates payables invoices and inventory item additions—again saving time and increasing efficiency.

## Plans for the Future

Chibardun soon will be making the most of their new solution by moving from a Pervasive-based solution to the enhanced support of the Microsoft SQL Server. King feels this migration will ensure the company has the ability to grow. "We chose [Microsoft Business Solutions] over other solutions because we knew the software would be continually improved and upgraded, providing us with a long-term information infrastructure solution," he says.

## Return on Investment

The benefits Chibardun has found with Microsoft Business Solutions will continue to factor into the future success of the company.

- **Time savings** – Employees who used to spend time searching through paper files for transaction details can now use the drill down capability of Microsoft Business Solutions to find information from their desktops.
- **Efficiency** – Rather than entering data into multiple programs, employees now enter data once and it can be accessed throughout the system.
- **Planning** – By enhancing their ability to easily select, analyze and pull the data into Microsoft Excel spreadsheets for analysis, the company has greatly improved the quality and speed of planning processes.

For more information about Microsoft Business Solutions, visit [www.microsoft.com/BusinessSolutions](http://www.microsoft.com/BusinessSolutions)

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