

ENFRASTRUCTURE

Solution Overview

Industry

Business Services

Microsoft Business Solutions Partner

IBM Business Consulting Services
New York, New York, USA

Scenario

When Enfrastructure acquired TechSpace, the expanded company chose to utilize Microsoft Business Solutions to help grow the business.

Company Profile

Enfrastructure provides temporary office space and business services in five North American locations.

Benefits

Microsoft Business Solutions provides Enfrastructure with an intuitive, scalable accounting and business management system.

Software Used

Microsoft Business Solutions—Great Plains
Financials
Inventory and Order Processing
Windows® NT®

Demographic Information

Number of Employees: 50-60
Number of Sites: 1
Number of Users: 10

Migrated from JD Edwards

When Enfrastructure acquired TechSpace, the two companies were using different business management systems. After comparing their JD Edwards system with TechSpace's Microsoft Business Solutions system, Enfrastructure decided to migrate the entire company to Microsoft Business Solutions because of its flexibility, ease of use and lower total cost of ownership.

Enfrastructure, based in Aliso Viejo, California, and TechSpace, headquartered in New York City, offered similar services: each marketed ready-made business environments, including office space, equipment, furnishings, and technical infrastructure, to early-stage companies and others needing to be up and running quickly.

By merging in June 2002, the two companies sought to increase operating efficiencies and expand further. A key step in the process would be to integrate business operations. At the time, Enfrastructure was operating on JD Edwards.

TechSpace, on the other hand, had recently migrated to Microsoft® Business Solutions—Great Plains®. The company had previously been running the multi-million dollar business on Peachtree, but that system provided only general ledger capabilities. As TechSpace grew in scope and complexity, the company clearly needed a more robust accounting and business management system. After investigating a variety of solutions, they were most impressed by the capabilities and functionality of Microsoft Business Solutions.

Which System to Use?

Following the companies' merger, Ari Kaplan, controller at Enfrastructure, immediately began exploring which business system would best advance the combined company's success. He quickly discovered that the JD Edwards system lacked key functionality. Employees complained about the system's complex operation and limited results.

"JD Edwards is very cumbersome. It's tough to get information out, so our users weren't getting what they needed," Kaplan explains. Furthermore, he found that the JD Edwards system required extensive customization and maintenance that was costing the company more than \$30,000 each year. Kaplan concluded that Enfrastructure had spent more than \$1 million for a system with limited functionality. "Dollar for dollar," Kaplan says, "users were getting very little functionality out of their system."

A TechSpace veteran and Microsoft Business Solutions user, Kaplan had experienced nothing but satisfaction with the solution, a fact he passed on to the integration committee. "What they were getting out of JD Edwards was a fraction of what TechSpace was getting out of [Microsoft Business Solutions] Great Plains,"

"I rate [Microsoft Business Solutions] a 10, absolutely. With its out-of-the-box functionality I feel as if I have a tier-one enterprise system."

Ari Kaplan
Controller
Enfrastructure

Kaplan says. On that basis, Enfrastructure chose Microsoft Business Solutions as the best solution to satisfy the needs of the newly expanded company.

Up and Running in Six Weeks

TechSpace had been very satisfied with Microsoft Business Solutions reselling partner IBM Business Consulting Services for the first implementation, so Enfrastructure again chose to rely on their expertise to complete the project when it came time to integrate the two systems. Enfrastructure established an aggressive, six-week schedule for implementation and integration of the new system, and IBM Business Consulting Services met the challenge, finishing the project substantially under budget and within the set time-frame.

"I'm so happy with the outcome of the implementation of [Microsoft Business Solutions]," Kaplan says. "With the complexity of our business, to have out-of-the-box functionality is just amazing."

Efficiency and User Satisfaction

Since the implementation of Microsoft Business Solutions, Enfrastructure has seen an ongoing increase in efficiency across the company. Financial reporting is greatly improved as reports are instantly available through FRx Financial Reporter. In addition, users can now easily navigate from module to module without having to close out windows (which had previously proven a significant productivity drain).

"The [Microsoft Business Solutions] system is much easier to use and much easier to navigate," Kaplan says. "The question is, can you get what you need and can you get there quickly? The answer so far is yes, it's much easier and faster in [Microsoft Business Solutions] than in JD Edwards."

For more information about Microsoft Business Solutions, visit www.microsoft.com/BusinessSolutions

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