

HENRY COUNTY WATER AUTHORITY

Solution Overview

Industry

Water Supply

Microsoft Business Solutions Partner

I.B.I.S., Inc.
Norcross, Georgia, USA

Scenario

A migration to PeopleSoft proved to be a more powerful and costly system than Henry County Water Authority needed, causing them to seek for an intuitive solution they could support without hiring additional staff.

Company Profile

Henry County Water Authority provides water and sewer service to residents and businesses in Henry County, Georgia.

Benefits

A self-supportive system, Microsoft Business Solutions performs the same duties as PeopleSoft while being less expensive, both in purchase and maintenance expenses.

Software Used

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

Demographic Information

Number of Employees: 150
Number of Sites: 1
Number of Users: 25

Migrated from PeopleSoft

After migrating to PeopleSoft, Henry County Water Authority discovered the solution needed the support of outside consultants, an expense that significantly raised their system budget. By migrating to Microsoft Business Solutions, Henry County Water Authority found a user-friendly solution they can support internally.

Henry County Water Authority was founded in 1961 by the state of Georgia to plan and construct a water and sewage system. Today they work to protect the watersheds, ensuring a clean water source while constructing, operating and maintaining water and sewage infrastructure for Henry County residents and businesses. This enormous responsibility is ongoing as the population of Henry County continues to soar. They currently serve more than 38,000 customers.

The Search for a New Solution

As Henry County grew, so did the demands on the Henry County Water Authority financial system. They had been using proprietary software for billing and financials, which proved to be slow, cumbersome, and unable to handle the new complexities associated with the growing population of Henry County. Henry County Water Authority went searching for a new solution to handle utility billing and expand their financial processes.

After investigating many solutions, Henry County Water Authority chose PeopleSoft because the system had the specific modules needed. Moreover, PeopleSoft was planning to implement a utility billing module into its existing solution. This industry-specific module would expedite a major part of Henry County Water Authority's billing.

Module by module, PeopleSoft was implemented. However, as the implementation moved forward and Henry County Water Authority began utilizing the new system, they discovered just how complicated PeopleSoft could be. As robust and powerful as the solution was, it required specialized consultants to maintain and support the solution, significantly increasing system expenditures.

The Microsoft Business Solutions Experience

Once again, Henry County Water Authority went searching for a new business solution that would be easy to use, easy to implement and self-supportive while providing an excellent financial reporting package. This time Microsoft® Business Solutions—Great Plains® was chosen as the solution to accomplish the needs specific to Henry County Water Authority.

After a just two and a half month implementation completed by Microsoft Business Solutions reselling partner, I.B.I.S. Inc., Henry County Water Authority realized the same power and robust functionality as they had with PeopleSoft, but with significant cost savings.

"[Microsoft Business Solutions] gives us a user-friendly, cost-effective tool that fits our reporting needs and can be maintained in-house."

Joy Colantoni
Assistant Financial Officer
Henry County Water Authority

Microsoft Business Solutions demonstrated its intuitiveness immediately—it proved simpler for end users to enter purchase orders, invoices, vouchers and receipts. PeopleSoft required multiple panels for each transaction, decreasing user efficiency and satisfaction.

Another benefit showed itself to Henry County Water Authority in financial reporting. FRx allows Henry County Water Authority to report on the entire company or each department. It offers great success in getting the data back out of the system, and canned reports can be easily changed.

Outstanding Support

The Foundation Services Program that complements the purchase of Microsoft Business Solutions has also been helpful to Henry County Water Authority. New customers are automatically enrolled in the Enhancement Program, designed to ensure a smooth transition and establish a solid foundation for future success.

The Foundation Services Program provides unlimited telephone and electronic support with a guaranteed two-hour response time. This service also provides orientation training on CD-ROM to help users become more comfortable with the new solution.

Subsequent years of enrollment help keep the solution functioning smoothly by continuing with telephone and electronic support and offering productivity-boosting sessions via Web cast to improve system utilization. Self-directed Internet-based training is available 24 hours a day, seven days a week.

Return on Investment

A user-friendly solution, Henry County Water Authority found they are able to complete most of their own upgrades and make customizations to the system with less dependence on consultants. This has resulted in significant savings.

Henry County Water Authority's main goal in migrating to Microsoft Business Solutions was to be able to own and maintain their software without contracting outside consultants. Microsoft Business Solutions provides a solution that allows the company to not only accomplish that goal, but realize a 30 percent savings over PeopleSoft while maintaining full functionality.

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

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