

INTRALINKS, INC.

Solution Overview

Industry

Communication Services

Microsoft Business Solutions Partner

InterDyn AKA
New York, New York, USA

Scenario

IntraLinks was tired of the complex operation of PeopleSoft. They needed a user-friendly system with excellent reporting capabilities.

Company Profile

Started in 1996, IntraLinks provides digital workspaces in cyberspace where project and relationship management teams schedule, conduct and manage business interactions online.

Benefits

Previously a Microsoft Business Solutions customer, the move to PeopleSoft proved just how valuable Microsoft Business Solutions can be. IntraLinks migrated back after just one year with PeopleSoft.

Software Used

Microsoft Business Solutions—Great Plains

- Financials
- Inventory and Order Processing
- Customization Tools

Microsoft Windows® NT®
Microsoft SQL Server™

Demographic Information

Annual Revenue: \$20 million USD
Number of Employees: 100
Number of Sites: 1
Number of Users: 6

Migrated from PeopleSoft

When IntraLinks migrated from Microsoft Business Solutions to PeopleSoft, they missed the user-friendly solution. Just one year later, they migrated back to the robust, affordable Microsoft® Business Solutions—Great Plains® business management system.

Founded in 1996 by financial service veterans, IntraLinks enables companies to bring business-to-business collaboration online, speeding up cycle time on complex financial transactions. The secure service allows instant and organized sharing of critical information among professionals, partners and advisors.

More than 100 financial, legal, insurance, pharmaceutical, real estate, corporate organizations and professional services have subscribed to IntraLinks. To date, their customers have used more than 6,000 digital workspaces to streamline projects, deals and transactions.

Adventures in Software

Previously a Microsoft Business Solutions user, the growing company was becoming more complex. Because of this growth and complexity, IntraLinks began an evaluation of their business solution and decided they needed a more powerful, higher-end solution. After a review of multiple solutions, IntraLinks decided to migrate to PeopleSoft.

The implementation of PeopleSoft caused a slowdown for the entire company. The posting of cash receipts was taking days and month-end closings were difficult to complete. One of the main reasons IntraLinks had looked to a new solution was for financial reporting needs. However, with PeopleSoft, financial reports weren't even being completed, causing considerable concern for IntraLinks employees who needed to make critical decisions based on the company's finances.

Frustration with PeopleSoft

The staff at IntraLinks was accustomed to the ease of operation found with Microsoft Business Solutions and quickly became frustrated. The PeopleSoft system was so complex that only one IntraLinks employee had the experience and knowledge to run it. If that one person had left, no one would have been able to operate and manage the system.

Company-wide frustration sent IntraLinks looking for a new solution after just one year with PeopleSoft. IntraLinks decided to pay to break the five-year \$2.2 million lease with PeopleSoft. Remembering their successful experience with Microsoft Business Solutions, IntraLinks went back to Microsoft Business Solutions reselling partner, InterDyn AKA, to investigate migrating back.

"I'm extremely happy to be back with [Microsoft Business Solutions]. PeopleSoft was so complex it wasn't worth having."

Andrew Goldman
Executive Vice President of Finance and
Administration
IntraLinks, Inc.

Back with Microsoft Business Solutions

Thanks in part to the expertise of InterDyn AKA, implementation was completed in just two months, an extraordinary feat considering the implementation to PeopleSoft took much longer, meaning additional costs and inconveniences to IntraLinks.

The implementation process was smooth; IntraLinks did not lose functionality in the migration. Instead, they gained an intuitive system usable by more employees with less technical backgrounds.

IntraLinks was able to get Microsoft Business Solutions up and running for approximately \$100,000, including software purchase price and implementation costs. The implementation of PeopleSoft totaled \$400,000, with a monthly lease payment of \$30,000. A five-year lease with the PeopleSoft system totaled \$2.2 million, a significant cost for a system that was complex to operate while offering few benefits.

Return on Investment

With Microsoft Business Solutions, IntraLinks benefits with increased profits and increased revenue, due to increased efficiency. Other benefits include:

- **Labor Rededication:** Employees who were dedicated to running PeopleSoft now focus on profit generating positions within IntraLinks.
- **Intuitiveness:** Because it's a user-friendly system, employees easily adapted to Microsoft Business Solutions after the implementation without excessive downtime.
- **Daily Processing:** Microsoft Business Solutions has provided a vast improvement in the day-to-day processing of accounts receivable, accounts payable and collections. What previously had been a multi-step process is now a simple process, saving both time and effort.
- **Financial Reports:** An easy to use module, FRx Financial Reporter has significantly lessened the time spent waiting for financial reports. Critical business information is retrieved in minutes—these reports were unattainable with PeopleSoft.

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

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