

# WAUSAU FINANCIAL SYSTEMS, INC.

## Solution Overview

### Industry

Business Services

### Microsoft Business Solutions Partner

HOOPS, Inc.

Eau Claire, Wisconsin, USA

### Scenario

Wausau Financial Systems needed one product that would pull together all elements of a multi-faceted business.

### Company Profile

Wausau Financial Systems provides transaction and payment solutions such as ATMs, check and remittance processing software and banking hardware to banks and businesses around the world.

### Benefits

Microsoft Business Solutions has helped Wausau unite their many diverse business units, providing the means for controlling exceptional growth.

### Software Used

Microsoft Business Solutions—Great Plains

Financials

Inventory and Order Processing

Human Resource Management

Field Service

Customization Tools

Kamp Data DynamicZip

Paradigm ASAP

Merkorma MICR

Microsoft SQL Server™

### Demographic Information

Annual Revenue: \$100 million USD

Number of Employees: 400

Number of Sites: 4

Number of Users: 36

### Migrated from Great Plains Accounting

***Wausau Financial Systems wanted one product that would satisfy their diverse business needs and help manage rapid growth. Microsoft Business Solutions was chosen as the system to manage more than just accounting, helping the company achieve a growth rate of 40 percent in one year.***

In 1974, Wausau Accounting Systems began providing cash registers and accounting machines to businesses within 100 miles of Wausau, Wisconsin. Today, Wausau Financial Systems (WFS) is a \$100 million company providing transaction and payment solutions around the world.

## A History of Satisfaction with Microsoft Business Solutions

WFS have a long history with Microsoft Business Solutions as a user of the company's original business application, Great Plains Accounting. Looking for a solution that went beyond the accounting department, WFS migrated to Microsoft® Business Solutions—Great Plains®. Today, the solution is utilized throughout the company.

"[Microsoft Business Solutions] touches nearly all of our departments in one way or another," says internal application support analyst Laurie Michlig. "Whether by direct end-user transaction processing or data transformation services."

After the migration, WFS shifted from using several third-party software options to utilizing mostly Microsoft Business Solutions functionality. Fewer third-party interactions during upgrades and the smooth integration between functions have been vital to the company's continued success.

## Many Tools for Diverse Business Units

Additional components of the new solution have improved the way WFS does business, increasing efficiency and productivity. Improved reporting capabilities allow WFS to create consolidated financial reports critical to decision making. Seagate Crystal Reports are used on a daily basis to meet daily shipping and production goals.

Another benefit is the Sales Order Processing module, which tracks activity from quote to purchase orders to billings. Using a common number for all of these activities has made tracking and auditing easier. "System integration has streamlined our work-flow processes and increased productivity at an incredibly high percentage," Michlig says.

## Growing Together

WFS have experienced dynamic growth of up to 40 percent per year over the past several years. The company is confident that as they continue to grow, their solution

*"I enjoy supporting and upgrading [Microsoft Business Solutions] because the product continues to offer new and exciting tools and enhancements to ensure that my internal customers are successful in performing their jobs."*

Laurie Michlig  
Internal Application Support Analyst  
Wausau Financial Systems

will grow with them. As the breadth of products carried is expanded, WFS plans to integrate more Microsoft Business Solutions products to increase functionality:

- eOrder, which will simplify the online catalog
- Project Accounting to track the company's worldwide installation project costs and revenue
- Personal Data Keeper will reduce data-entry time in the payroll department
- eExpense would help employees stationed at different sites around the world manage expenses

Knowing that all of these enhancements can be found with one solution is important to WFS.

## Return on Investment

A willing customer reference for Microsoft Business Solutions, WFS often testifies to the many improvements the new solution has brought to the company:

- **Productivity:** Implementing the National Account module has greatly decreased the time needed to split customer payments between various customer accounts. This allows staff to spend time analyzing information rather than entering data.
- **Financial implications and resource savings:** The power and speed of Microsoft Business Solutions has increased staff efficiency. WFS determined that the company can grow 15 percent without adding staff.
- **Increased employee satisfaction:** Employees are happier using a stable product that has streamlined manual processes and provides immediate access to information.

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

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