



## Overview

Paramus, NJ, USA

**Industry:** Non-Profit Child and Youth Social Services

### Customer Profile

Children's Aid and Family Services (CAFSNJ) provides comprehensive support and guidance to help connect vulnerable children with adoptive parents. The agency is one of Northern New Jersey's leading non-profit providers of human and child service programs.

### Business Situation

CAFSNJ wanted specialized training to take advantage of the capabilities of Microsoft GP.

### Solution

After migrating the CAFSNJ Microsoft GP installation to a private cloud solution, MIG & Co conducted onsite training in GP capabilities.

### Benefits

30% reduction in workarounds

### For More Information

Visit the CAFSNJ Web site at:  
<http://www.cafsnj.org>

## Specialized Training Reduces Workarounds

"We did not have to spend time explaining how we do things. We would say it once, and the MIG & Co. trainer would catch on and offer options or solutions."

Bill Johnson, CAFSNJ Controller

### Business Needs

Children's Aid and Family Services (CAFSNJ) called MIG & Co. because they were unhappy with the support provided by their previous partner. They were looking for a partner who could implement a private cloud solution for their Microsoft GP installation.

CAFSNJ needed to learn how to exploit more of the capabilities of Microsoft GP instead of depending on workarounds they had developed through trial and error.

### The Solution

After migrating the CAFSNJ Microsoft Great Plains application to a private cloud-based solution, MIG & Co. provided onsite training in GP's capabilities to the CAFSNJ staff. These included not just the general accounting team but some of the IT staff as well.



**“As a result of the training, we are getting fewer technical questions and complaints.”**

**Godwin Ohen, CAFSNJ  
Director Information  
Technology**

### **Proactive Customer Focus**

MIG & Co. cares about the mission of non-profit organizations and is committed to helping them succeed by helping them take advantage of the full features of Microsoft Dynamics GP.

By providing onsite, personalized training, MIG & Co. gave CAFSNJ the ability to increase their staff's productivity on a schedule that was convenient to the organization.

### **Knowledgeable Trainers**

MIG & Co.'s team can fully understand the customer's issues when using Microsoft GP. They not only are proficient in the software, but they understand the financial transactions the client needs to run their business. They have experience working with hospitals and other healthcare organizations.

Bill Johnson, CAFSNJ Controller, said of the training, "I believe that each of the finance staff had 'takeaways' and benefitted from the training".

### **Reduce or Eliminate Workarounds**

The CAFSNJ team had previously not received formal training on Microsoft GP. Consequently, they were using workarounds to complete many of their activities such as invoice matching, producing reports, and creating purchase orders.

The MIG & Co. trainer showed the financial team how to use Microsoft GP for the full transaction lifecycle and shared best practices with them.

As a result of the training sessions, the CAFSNJ accounting team was able to take full advantage of the Microsoft GP features.

### **Knowledge of Unique Non-Profit Needs**

As a non-profit healthcare organization, CAFS has some unique financial requirements such as understanding channel funding for different types of projects, tracking grants and other restricted funds.

MIG & Co. is knowledgeable about these requirements and can help non-profit healthcare organizations increase their productivity by taking advantage of all of the capabilities of Microsoft GP.

Not only did this knowledge help the CAFSNJ financial team, but the technical staff saw positive results as well. According to Godwin Ohen, CAFSNJ Director, Information Technology "We are getting fewer technical questions and complaints."



MIG & Co. specializes in the implementation of financial and business management systems designed to help businesses streamline their processes and maximize productivity.

Since 1998, MIG & Co. has been a certified reseller and implementer of the most widely used and adopted industry-leading business solutions and is a Microsoft Gold Certified Partner for Dynamics GP, Dynamics SL, and Dynamics CRM.

[www.mig.com](http://www.mig.com)

1.855.MIG.CORP (644.2677)

[info@mig.com](mailto:info@mig.com)

### Summary

Children's Aid and Family Services was impressed with the proactive nature of the training MIG & Co. provided.

They appreciated the knowledge of the trainer who understood not just Microsoft GP but the financial transactions CAFSNJ needed to manage as a nonprofit healthcare organization.

CAFSNJ didn't have to spend a lot of time explaining their processes to the MIG & Co. trainer. They would say something once, and the trainer would immediately be able to offer options and solutions.

As a result of the training, the workarounds CAFSNJ had been using to complete their work has been reduced by up to 30%.



MIG has been granted a Continuing Professional Education (CPE) certification from the National Association of State Boards of Accountancy (NASBA). MIG trainings can count as CPE credits for CPAs.

**For more information about Microsoft Dynamics GP, go to [www.mig.com/microsoft-dynamics-gp](http://www.mig.com/microsoft-dynamics-gp)**

This case study is for informational purposes only. Document published October 2018