



MIG Customer Case Study



Upgrading to Microsoft Dynamics GP 2015 Should Be a Painless Process

“We didn't have a minute of downtime.”

Carol Betz, Director of Finance, Heritage Aviation

Overview

Country: United States
Industry: Aviation

Customer Profile

Heritage Aviation is a diversified aviation services company offering aircraft maintenance, avionics, and FBO services.

Business Situation

Heritage Aviation tried unsuccessfully to work with two different partners for their Microsoft Dynamics GP 2015 upgrade before they found the right partner with Microsoft Gold Certified MIG & Co.

Solution

Microsoft Dynamics GP 2015 upgrade and training provided by MIG & Co.

For More Information

For more information about Heritage Aviation, visit their Web site at <http://www.flyheritage.com/>

Business Needs

Heritage Aviation is a Burlington, Vermont based diversified aviation services company that provides maintenance and FBO (fixed-base operator) services. For 25 years their Diamond Award winning FAA-certified repair station has provided aircraft maintenance and avionics services to the general aviation community at Burlington International Airport (KBTV). Heritage Aviation is the largest FBO in the area and provides 24/7 ground handling, fueling, deicing, hangar space, and related aviation support services. With U.S. Customs conveniently located onsite, Heritage Aviation is ideally situated as an international transitioning point or technical stop.

Heritage Aviation had been using Microsoft Dynamics GP 2010 as their business management solution, and although they were experiencing "no real issues" with it, they knew that it would reach the end of its support lifecycle in October 2015. As a result, they made the decision to upgrade to Microsoft Dynamics GP 2015 before then.



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Right Partner

Heritage Aviation tried unsuccessfully to work with two different partners for their upgrade to Microsoft Dynamics GP 2015 before they found the right partner with Microsoft Gold Certified MIG & Co. As specialists in business management solutions and systems integration, MIG & Co. have been implementing and providing training and support services for Microsoft Dynamics GP since 1998. In addition, they have completed more than 250 upgrades in the last 5 years alone.

Heritage Aviation was unhappy with the lack of coordination and poor response times exhibited by the partner they had been working with just prior to MIG & Co. Their experience with MIG & Co. was something altogether different.

Carol Betz, Heritage Aviation's Director of Finance, says of teaming up with MIG & Co., "I was pretty impressed with all of the responsiveness early in the process, and with all of the documentation they provided on all of our options."

Betz also says that MIG & Co. "was very patient with me. I wanted to look at all of our other options, and it took me a few months to make the decision and pull the trigger."

No Downtime

Carol Betz says that Heritage Aviation had a "really great" experience with the upgrade. During the previous summer, they had weekly Skype meetings with MIG & Co., and "the implementation went really well." Betz adds, "We didn't have a minute of downtime."

Training

In addition to deploying the upgrade, MIG & Co. delivered basic training in the new features that Heritage Aviation was likely to encounter in Microsoft Dynamics GP 2015. Betz says that the training was "good as an overview," but that they have also been figuring some things out on their own. She also notes that, "It has been a seamless change from the old version to this one."

Upgrade Benefits

Heritage Aviation has been reaping the benefits of the new features that they have access to since their upgrade to Microsoft Dynamics GP 2015. "We have found that different aspects of it are working in a much faster way, and we've found that we can do more with reporting," says Betz. She adds that there is less paper in their lives now, and sums it up: "It's been great."



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

Since 1999, 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.

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Time to Upgrade?

Microsoft Dynamics GP 2010 reached the end of its support lifecycle as of October 13, 2015, which makes for a very good reason to upgrade. The latest release, Microsoft Dynamics GP 2015 R2, introduces powerful new features and enhancements designed to optimize daily operational and financial processes; improve collaboration, business intelligence, and reporting; and deepen interoperability with other Microsoft solutions such as Microsoft Office 365, Microsoft Azure, and Microsoft Dynamics CRM.

Microsoft Dynamics GP 2015 is easier to use than ever before, and it gives each employee faster and more convenient access to the information and capabilities they need to connect and collaborate every day.

In addition to enabling organizations to better streamline their business processes, Microsoft Dynamics GP 2015 R2 includes many new native workflows, improved features, and capability enhancements that will save employees time and reduce costs.

Anytime, Anywhere Access

Companion apps on multiple platforms enable users to connect to Microsoft Dynamics GP 2015 and contribute whenever and however they want. They can work from the office, on the road, or at home, and on a PC, tablet, or mobile device of their choice.

Improved BI and Reporting

Role-specific, integrated business intelligence turns insight into action, so you can anticipate opportunities and proactively address issues before they arise. The Business Analyzer dashboard, now accessible via the web, enables users to track KPIs, delegate tasks, and take informed action right from their GP home pages.

Out-of-the-box SQL Reporting Services, Excel reports, and report templates in Word give users a more complete view of their business and simplify reporting processes. Now you can create any report using Word templates, eliminating the need to modify reports in Report Writer.

Microsoft Dynamics GP 2015 is available as a cloud service or as an on-premises solution.

For more information about Microsoft Dynamics Upgrades and Training, go to www.mig.com

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