



# MIG Customer Case Study



## Upgrading to the Latest Version of Microsoft Dynamics GP Should Be a Painless Process

"That went smooth as silk."

Deb Stagno, Technology Director, Lake Carroll

### Overview

**Country:** United States

**Industry:** Property Management

### Customer Profile

Located in the northwestern corner of Illinois, Lake Carroll is a private residential recreational community. Just 2 hours west of Chicago or 20 minutes east of the Mississippi River.

### Business Situation

The accounting software Lake Carroll used was no longer being supported.

### Solution

Microsoft Dynamics GP

### For More Information

For more information about Lake Carroll visit the Web site at:

<http://www.golakecarroll.com/>

### Business Needs

The Lake Carroll Association is a private not-for-profit Illinois corporation that manages and enhances the assets of the Lake Carroll home owner complex. Lake Carroll is a planned community that provides a secure environment for its members, as well as all of the following: a 640 acre lake, 18 hole golf course, rolling wooded hills with scenic views, clubhouse, restaurant, lodge, ski hill, swimming pool complex, fish hatchery, campground, equestrian area, wildlife, and trails.

In 2014, the accounting software they were using was no longer being supported, and the Lake Carroll Association decided to take this opportunity to implement a better, more sophisticated system that would grow with them. They chose Microsoft Dynamics GP, and in 2015, they upgraded to Microsoft Dynamics GP 2015.



"I think the return on investment is going to be substantial."

### Right Solution, Right Partner

Deb Stagno, Lake Carroll's technology director, says that "a lot of investigation" went into selecting their new accounting solution in 2014. That solution was Microsoft Dynamics GP.

Lake Carroll contacted Microsoft, who recommended Microsoft Gold Certified partner MIG. Microsoft does not sell Microsoft Dynamics GP directly: the solution is sold by partners, who also provide implementation, configuration, and customization services.

MIG specializes in business management solutions, systems integration, and business process automation. For over 15 years, MIG has been installing and providing training and support services for Microsoft Dynamics GP, and they have completed more than 250 upgrades in the last 5 years alone.

Deb Stagno says that the implementation of Microsoft Dynamics GP in 2014 was a "huge process; overwhelming, and that's putting it mildly."

### How the Implementation Went

Lake Carroll had limited staff, and they could not suspend or delay day-to-day processes, so the implementation process took "the better part of a year," according to Stagno. Asked to assess MIG's performance over that "better part of a year," Stagno said, "Overall, it was awesome."

### How the Upgrade Went

In 2015, Lake Carroll upgraded to the latest version of Microsoft Dynamics GP, and it was a very different experience compared to the original implementation the previous year. "That went smooth as silk," says Stagno of the upgrade.

Stagno says there were a couple of hiccups. For example, their SmartLists were not moved over into the upgrade. They solved the problem quickly by making a support call to MIG to take care of it, and Stagno says, "It went really well."



MIG specializes in the implementation of financial and business management systems, helping our customers streamline their processes and maximize productivity.

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

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1.855.MIG.CORP (644.2677)

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

### Worth the Investment?

Deb Stagno says, "We've actually had property owners ask, why did you invest so much in this system? Because we wanted what would do the best job and be more flexible for us."

It's much too early to talk about a tangible return on investment, and though Lake Carroll is still working out a few kinks, and there are still reports they want to get done, Stagno already feels that Lake Carroll is "definitely" going to see a return on its investment: "I think it's going to be substantial."

Their goal going forward is to go paperless. "We want to do as many accounting functions on software as possible and not on paper." And that's one of the goals Microsoft Dynamics GP was built for.

The latest release, Microsoft Dynamics GP 2015 R2, introduced powerful features and capability enhancements to optimize daily operational and financial processes, to improve collaboration, BI, and reporting, and to deepen interoperability with other Microsoft solutions such as Microsoft Office 365, Microsoft Azure, and Microsoft Dynamics CRM.

### Anytime, Anywhere Access

Companion apps on multiple platforms enable users to connect to Microsoft Dynamics GP 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.

### The Latest Features

Microsoft Dynamics GP has been made easier to use than ever, and gives each employee faster and more convenient access to the information and capabilities they need to connect and collaborate every day.

Powerful new features help to streamline business processes. Microsoft Dynamics GP 2015 R2 introduced new native workflows, improved features, and capability enhancements that save time for staff and reduce costs.

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.

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

**For more information Microsoft Dynamics, go to [www.mig.com](http://www.mig.com)**

**This case study is for informational purposes only. Document published March 2016**