



# MIG Customer Case Study



## Efficiency Soars with Microsoft Dynamics GP Training and Support

“Systematic errors are down, big time.”

Sean Napolitano, Controller, Lawrence Ripak Co., Inc.

### Overview

**Country:** United States

**Industry:** Services

### Customer Profile

Lawrence Ripak Co., Inc provides a full range of NDT (Non-Destructive Testing) and metal finishing services to the aerospace industry.

### Business Situation

Incorrect settings in the configuration of the company's existing Microsoft Dynamics GP implementation resulting in unidentifiable system errors and general system inefficiencies.

### Solution

MIG & Co. for training and support.

### For More Information

For more information about

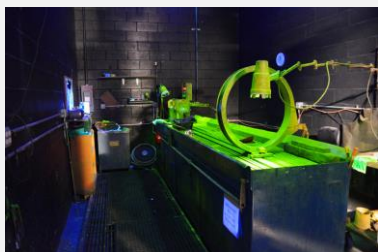
Lawrence Ripak services or visit the

Web site at: <http://www.ripak.com/>

### Business Needs

Lawrence Ripak Co., Inc. is a provider of services in the aerospace industry that began as a "mom and pop" business in 1952. Since then, the company has grown and now employs over 150 people in a four building, 72,000 square foot facility. Recently they have seen significant revenue growth and, with more drastic future growth predicted, turned to Microsoft Dynamics GP as their ideal business management solution for its flexibility and ability to grow with the company.

In January of 2015, Sean Napolitano became Ripak's controller and discovered a number of incorrect settings in the configuration of the company's existing Microsoft Dynamics GP implementation. Since neither, their previous service provider nor Sean's predecessor had tracked and documented the system's original configuration and setup, the causes of system errors were difficult to track down and the system as a whole ran far less efficiently than it otherwise could have.



"For me, personally, as controller, we created reports that I needed."

### The Right Partner

To fix the existing problems with the solution as it had been implemented, and to empower he and his staff to quickly troubleshoot and fix any future issues themselves, Sean Napolitano reached out to Microsoft Dynamics Gold Certified Partner MIG & Co. for training and support.

Since 1999, MIG & Co. has been offering Microsoft Dynamics GP and SL training courses for all levels of experience, from the beginner to the advanced user. They also offer customized training programs that are designed to meet the specific needs of each client. In addition to training, MIG & Co. also offers award-winning support at a fixed rate. Their experienced support specialists are able to manage all aspects of the support lifecycle and all support interactions with the client end users, as well as knowledge and support case notes, are archived for future reference.

After interviewing Sean Napolitano to ascertain his training needs, MIG & Co. devised a customized training program that focused on giving end users more confidence with Microsoft Dynamics GP. The training emphasized efficient processes, time-saving automation that minimized manual procedures, and increased controls on transactions.

MIG & Co. combed through the entire system with Sean to identify exactly how data was flowing through the system and to identify and address problems. They also provided both remote and on-site training, empowering Sean and staff with best practices and procedures to help them get the most out of Microsoft Dynamics GP.

### The Right Training and Support

According to Sean Napolitano, the training consultant he has been working with from MIG & Co. has been "great," and has been quick to respond via email to any questions or issues that arise. The consultant "earned our trust to have access to our server," he adds.

Sean also notes that "systematic errors are down, big time," and that system errors, in general, are more limited. Many of the other problems they were experiencing have been resolved as well. MIG & Co. continues to help Sean with reconfigurations, an ongoing process on the road to perfecting the entire system.

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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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### Benefits of Training

Many Microsoft Dynamics GP implementations are focused on configuration and customization, while empowering the end users to best utilize the system gets little attention. MIG & Co. provides not just implementation, but also training and support so that their clients can get the most out of their technology investment.

Microsoft Dynamics GP is a powerful business management solution that delivers a vast toolbox to help users do more and to do it more efficiently, but the better users understand all of the functionality and capabilities of Microsoft Dynamics GP, the greater the return on an organization's technology investment will be.

That is what makes training as important an investment as the business management solution itself. It not only pays for itself in greater staff efficiency, but in the long run it leads to money saved and banked. Inefficient use of the system can lead to hundreds of lost staff hours, while the training offered by MIG & Co. costs as little as \$990, up to \$5,280.

### Benefits of Support

Like training, contracting support services can save an organization money as well. It is significantly less expensive to purchase a service plan than it is to hire an internal business system administrator. The cost of such a position could be anywhere from \$50,000 to \$125,000 per year depending on the organization's industry and location. The cost of managed support services offered by MIG & Co., on the other hand, range from just \$3,000 to \$15,000 per year.

Furthermore, IT positions are prone to a high turnover rate, as IT personnel tend to actively seek new job opportunities, and the movement of personnel is very frequent in the IT industry. So a contracted support plan also leads to peace of mind.

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

**This case study is for informational purposes only. Document published June 2015**