



## Microsoft® Dynamics Customer Solution Case Study

# King's University College Cuts Five Days Off its Monthly Reporting Process with Microsoft NAV

### Overview

**Country:** Canada

**Industry:** Education

### Customer Profile

King's University College is a co-educational liberal arts institution affiliated with the University of Western Ontario in London, Ontario. The college has over 3,000 full-time and part-time students.

### Business Situation

King's University College had outgrown its accounting system and needed to deploy a more integrated and flexible solution to meet its reporting and accounting needs.

### Solution

King's University College deployed Microsoft Dynamics™ NAV because it offers the flexibility, integration and stability the college was looking for.

### Benefits

- Improved efficiency
- More flexible reporting
- Departmental consistency

“We like Microsoft Dynamics NAV because it eliminates the manual effort involved in running two separate programs to organize student tax forms. This used to take a week but with Microsoft Dynamics NAV, it takes two days.”

*Jeff Major, Acting Chief Financial Officer, King's University College*

King's University College is a co-educational liberal arts institution affiliated with the University of Western Ontario (UWO) in London, Ontario. The college has grown rapidly over the last eight years thanks to the popularity of its courses and the reputation of its faculty. With nearly 3,000 full-time and 400 to 500 part-time students, King's was finding it difficult to keep track of student information with its existing accounting system software. It needed a more powerful, stable and flexible solution to boost efficiency across the accounting department and speed up reporting processes. Microsoft® Certified Partner Altus Canada recommended that King's deploy Microsoft Dynamics™ NAV, formerly Microsoft® Business Solutions - Navision®. The solution is helping King's streamline its reporting and accounting processes, enabling the accounting department to work more efficiently.



## Situation

King's University College is a co-educational liberal arts institution located in London, Ontario. Affiliated with the University of Western Ontario (UWO), King's offers a variety of liberal arts undergraduate courses with small class sizes and is renowned for both its faculty and its flagship Masters in Social Work program. Combined with UWO's world-class facilities and reputation, King's provides an excellent learning environment for students.

Enrollments at the college have significantly grown in the past eight years, with 3,000 full-time and over 500 part-time students registered in 2005. However, King's was relying on an outdated accounting system that was implemented when it was a much smaller school. The existing system depended on manual tracking of student data for reporting purposes and tax forms, which was becoming more difficult as its enrolment grew. The previous SRB Bas system and CanPay payroll software used by King's were unable to integrate student data, often resulting in the need to manually process payroll and billing information. Adding to the complexity was the fact that 10 per cent of those now enrolled at the college were international students, who require additional administrative attention to process their visa information.

King's accounting department generates reports for every college department. Each unit requires different reports at various times of the month, and the college had only one employee who knew the existing system's programming language, which had to be entered to develop reports. This complexity made for an extremely lengthy reporting process.

In addition, the existing solution would not allow King's to integrate other applications to simplify reporting. Providing accounting

support for the entire college administration and more than 3,000 students was becoming increasingly difficult for the accounting department, given that it had no simple way to share data across the system.

King's needed a more sophisticated and integrated solution to help keep track of important student data, and help the accounting department meet its month-end reporting requirements more quickly and easily. It also struggled with supporting and using multiple databases to handle mission critical requirements like finance and payroll. There was little integration between the finance and payroll applications which caused unnecessary duplication of data, reconciliation of data and manual data entry.

## Solution

To solve its accounting and payroll issues King's first reviewed a straight upgrade to its existing system but found it did not provide all the features the college needed.

"We wanted a system that would not only streamline our accounting processes, but also allow other departments to tap into the system and find the information they needed to do their own reporting," says Jeff Major, Acting Chief Financial Officer, King's University College. "Having an expanded view into the system would enable us to decentralize some procedures so the accounting department would be off the hook for handling reporting for the entire college."

The college then enlisted the help of Altus Canada, a Microsoft® Certified Partner specializing in the Canadian educational market. Based on Altus' recommendation King's chose to deploy Microsoft Dynamics™ NAV, formerly Microsoft® Business Solutions - Navision®.

Altus Canada tailored the solution for King's by incorporating its own Navigator software to

work with Microsoft Dynamics NAV. The deployment was seamless and completed within four months. With its open development environment and feature-rich application areas, Microsoft Dynamics NAV made it easy for the college to speed up decision-making, and respond more rapidly to reporting and accounting requests. Most importantly, it helped ensure student data was kept up-to-date and available throughout all departments. The staff was now able to share data across the organization and through the user-friendly Microsoft Dynamics NAV interface that works like other familiar Microsoft software, the department does not require skilled IT workers to prepare reports and conduct data reconciliation.

“The university really needed a solution that was able to integrate its accounting, payroll and reporting functions. We implemented Microsoft Dynamics NAV with our Navigator software because it provides a rich integrated environment and simplified processes that all the members of the accounting department could learn to use very easily,” said Nicola Dickinson, partner, Altus Canada. “They were also able to reduce the number of mission critical applications to support down to a single integrated application”.

In addition, Microsoft Dynamics NAV consolidated two important functions: accounts receivable and payroll. It enabled users to navigate seamlessly from financial statements to payroll documents without having to reconcile them manually at each month-end.

## **Benefits**

By deploying Microsoft Dynamics NAV, King’s University College now has a powerful, consolidated accounting solution tailored to meet its needs.

### ***Improved efficiency***

Microsoft Dynamics NAV enables King’s accounting department to track all student information in one location. Data is entered once and is accessible from all departments in the college. As a result, staff spends less time manually searching to find required information – a huge boost in efficiency.

“We like Microsoft Dynamics NAV because it eliminates the manual effort involved in running two separate programs to organize student tax forms,” says Major. “Our T2202 reporting used to take a week, but with Microsoft Dynamics, it takes just two days. This is saving a lot of time and effort, enabling the accounting department to focus on other priorities.”

### ***More flexible reporting***

Before deploying Microsoft Dynamics NAV, generating reports was complicated and hinged on the programming knowledge of a single employee. Microsoft Dynamics NAV, however, comes with hundreds of customizable reports right out of the box, and an easy-to-use navigational interface.

“Microsoft Dynamics NAV is so much more user-friendly than our previous system - people can now go in and design their own reports,” says Major. “This allows each department to generate their reports based on their individual needs – it’s far more efficient than relying on a single person to activate reports for the entire college.”

### ***Departmental consistency***

The benefits King’s is realizing from its Microsoft Dynamics NAV deployment has prompted the college to upgrade more of its employee productivity tools by moving to the Microsoft Office software suite.

By implementing Microsoft Dynamics NAV, the King’s University College accounting staff will be accustomed to the Microsoft look and

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feel, making the transition to Microsoft® Office very straightforward. A fully integrated Microsoft environment will enhance the university's capabilities even further, because all of its departments will have consistent tools and applications that work like and with each other.

## Microsoft Dynamics

Microsoft Dynamics (formerly Microsoft Business Solutions) is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence. Microsoft Dynamics works like and with familiar Microsoft software to help your people be more productive.

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### Software and Services

- Microsoft Dynamics
- Microsoft Dynamics NAV
- Office 2003

### Partner

- Altus Canada

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