

THE LAGUNA DEPARTMENT OF EDUCATION

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Solution Overview

Industry

Government
Serenic Navigator – powered by
Microsoft Business Solutions - Navision

Scenario

The LdoE wanted a robust accounting system that would extract data automatically, have powerful navigation and processing speed, while being reliably stable.

Organization Profile

The Laguna Dept. of Education (LDoE) serves to meet the educational needs from birth through adulthood of Pueblo of Laguna tribe members. Located in Laguna, New Mexico, the 130-person Education Dept. is operated under the auspices of the Pueblo of Laguna Tribal Council. While there is no literal translation for LDoE’s mission statement, *Hanu He ya Nayuutsi Gunishe*, the Keres phrase loosely means “help people prepare the life’s journey and goals.”

Benefits

Easy to learn and use, reasonably priced, extremely robust with a powerful database and navigation tools.

Software Used

Serenic Navigator – powered by MBS
Navision, Windows and Office

For more information about Serenic Navigator, powered by Microsoft Business Solutions - Navision, visit www.serenic.com

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“Our Organization Had Many Disparate Criteria”

According to James Ashmore, LDoE’s controller, “our organization had many disparate criteria when it began a search for a new accounting system.”

“In looking for an accounting system, the following issues were deemed critical,” Ashmore said. “First, we wanted the ability to extract report data automatically, without manual extrapolations or having to use Excel to set-up the data. Next, we sought software with powerful navigation and processing speed, as we looked for quantifiable enhancements and improvements over our existing software. And we wanted a stable, scalable accounting system -- one that we could grow with us over the next 10 to 15 years without incurring significant additional costs.”

Several other important considerations were also cited by Ashmore. “Annual maintenance upgrades, a security system that gave other departments ‘read only’ capabilities, and a short learning curve rounded out our wish list,” Ashmore said.

After a thorough review of the NPO accounting marketplace, Ashmore said only one product met the criteria listed above. “Serenic Navigator [formerly Fund Accounting for Navision] was the dynamic, powerful, yet easy-to-use high-tech solution to all of our accounting needs.”

Powerful Technology That’s Easy to Use

A financial executive with more than 16 years of experience in the United States Air Force, Ashmore said he has never seen a more robust accounting solution. “With its powerful database and navigation tools, Serenic Navigator lets me access the answer to a question almost as quickly as I think of the question.”

In addition, Ashmore said Serenic Navigator was easy to learn and use, resulting in a quick return on investment. “In one eight-hour training session conducted by a local value-added reseller of Serenic Navigator, I learned more about how Serenic Navigator could satisfy my needs than I did with five days of formal classroom training and six month of on-the-job training with our previous accounting software vendor.”

Serenic’s Winning Corporate Personality

Serenic Software’s “personable” approach to doing business was also cited by Ashmore as a differentiator between the company and its competitors in the mid-range business market. “I must say that Serenic Navigator is the best bang-for-the-buck -- very competitive and reasonably priced,” Ashmore said. “Add to that a company that delivers on its promises and maintains a personable business philosophy and you’ve got a truly valued corporate partner.”

Equally as important as Serenic Navigator’s functionality, Ashmore said, was the overall sales process, which he described as “far from typical.” From the comprehensive brochure that initially grabbed Ashmore’s attention to the product demonstration, Ashmore was impressed with Serenic Software’s professionalism, enthusiasm, and attention to detail. “What really impressed me,” he said, “was the impression I got that the sales staff actually believed in the product. That was important because I didn’t want to have to deal with a typical sales person just trying to sell me something.”

Kudos for Customer Support

As with all technology products, technical support plays a key role in overall customer satisfaction. In that regard, Ashmore said, Serenic Software is performing flawlessly. “I am able to get 90 percent of my technical support questions answered over the phone during my first call,” he said. “This saves boatloads of time and really bolsters my productivity. I’ve had to wait days or even weeks to get technical issues resolved with our previous accounting software vendor. Serenic is in a class by itself.”