ENAVATE

CLIENT SUCCESS STORY:

American Animal Hospital Association

Making the Shift from Microsoft Dynamics SL to Microsoft Dynamics 365 Business Central

The American Animal Hospital Association (AAHA) was founded in 1933. AAHA's primary services are accreditation and membership, which include ongoing support and access to extensive resources to help simplify the journey toward excellence for veterinary practices.

What began in a garage is now a well-established accrediting body for the veterinary industry, and the only accrediting body for companion animals. Further, they're going beyond the U.S. and Canada to expand their accreditation internationally.

When the association decided to migrate to Microsoft Dynamics 365 Business Central with Enavate, they were running on Microsoft Dynamics SL. After considering their Microsoft ERP solution options, Business Central was the clear choice for them given their challenges and the now-ubiquitous nature of Cloud services.

AAHA®

CLIENT:
American Animal Hospital Association

PRODUCTS AND SERVICES:
Microsoft Dynamics 365 Business Central
Migration from Dynamics SL

INDUSTRY:
Business Associations

ORGANIZATION SIZE:
51 – 200

COUNTRY:
United States and Canada

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Challenges AAHA Faced with Microsoft Dynamics SL

Sunsetting Software

AAHA knew Dynamics SL was not going to be a viable option to support them in the future and that Microsoft was scheduled to stop providing mainstream support soon.

On-premises Limitations

The pandemic revealed inefficiencies related to remote work, such as having to dial in and experiencing slower processing. They needed a more fluid process that supported a remote workforce.

Infrastructure Shifts

Many of the association's other technologies had already shifted to Cloud-based platforms and they were experiencing the benefits, such as greater efficiency and enabling remote work. They wanted their next ERP to have these benefits, work seamlessly with those systems and help make processes more fluid. It didn't make sense to move to another on-premises system in light of their more Cloud-based infrastructure decisions.

"A lot of systems are going Cloud-based, my advice is to stay current on technology and procedures, and keep staff trained. If you're looking at a more remote workforce, the Cloud opens the door. You can work anywhere on any system and get the job done."

James Heard
Chief Financial Officer

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How Migrating to Microsoft Dynamics 365 Business Central Streamlined Processes and More

The team at AAHA is still settling into their routine and exploring the possibilities with Business Central.

So far, they have seen a noticeable difference with check processing. A signature can be stored in Business Central so that, when checks are printed, the signer simply needs to authorize their signature to be printed on the checks. This saves time, particularly when they have hundreds to print at once.

Their accounting team is experiencing more seamless access to and within the system, which has made them enthusiastic about postmigration opportunities and efficiencies. Business Central enables the association to better support a remote workforce, allowing staff to work from anywhere on any device.

They've also experienced improvements importing data and reporting. The process is smoother than with their previous software.

One of their goals moving forward is to work with Enavate to transfer the data needed to utilize the AR functionality in Business Central.

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Why AAHA Chose to Partner with Enavate

AAHA used a third party to help with IT resources for the association, and they consulted with that third party when the time came to research potential partners for the migration to Business Central. Enavate stood out.

"Enavate had more of the reputation and service (offerings) behind them. Through the implementation and beyond, Enavate has proven their value. Their availability, care and level of support have been ideal for AAHA. I had an expectation for a level of support, and it just goes above and beyond. It's not just a one and done working with Enavate. The level of service is where it needs to be."

James Heard
Chief Financial Officer

AAHA

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The Implementation Process

Training

AAHA took advantage of the tailored trainings Enavate provided, and still revisits the meetings recorded in Microsoft Teams to refresh their understanding of new processes in Business Central. They still consult with Enavate when they have questions and need support.

Migrating

James Heard says the transition was pretty seamless. “We had several phone calls leading up to the go-live, and we had our team members here on the AAHA side meeting with the Enavate trainer that helped us through the implementation.”

Moving Forward

“As far as the entire organization is concerned, we’re now in the mindset of discovering what features we are unaware of that better the entire association’s use of the program. We’re in conversations to improve that.”

Going Live

“Go-live went smoothly,” Heard said. “Once you get into a new system, it takes a few months to get used to the processes. Whenever we needed support, we were able to reach out and get that without a problem.”

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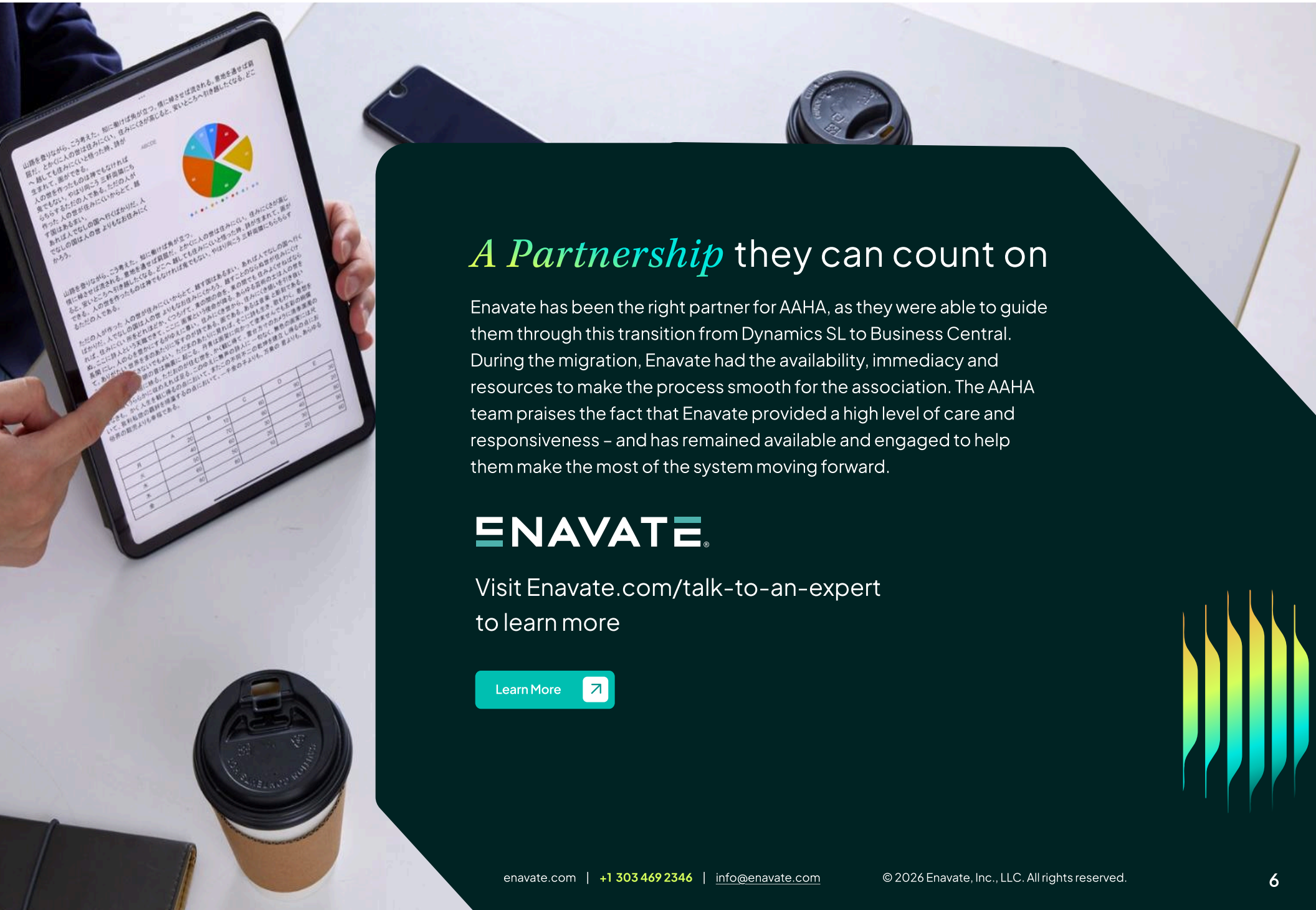

A Partnership they can count on

Enavate has been the right partner for AAHA, as they were able to guide them through this transition from Dynamics SL to Business Central. During the migration, Enavate had the availability, immediacy and resources to make the process smooth for the association. The AAHA team praises the fact that Enavate provided a high level of care and responsiveness – and has remained available and engaged to help them make the most of the system moving forward.

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AAHA®