

## CLIENT SUCCESS STORY:

# HEALTH ENTERPRISES

## Health Enterprises Enables Business Continuity With Enavate Partnership

Established in 1983, Health Enterprises provides an array of programs and services to support community-based healthcare and supply chain services. The lowa-headquartered company offers enterprises access to technology, highly specialized personnel, and supply chain solutions.

**Their services include:**

- Anesthesia Services
- 340B Pharmacy
- Pharmacy Services
- Mobile Services
- Group Purchasing

The health sector has been at the heart of the COVID-19 crisis, with workloads increasing and demand for better and faster technology to meet this workload also rising proportionately. Against this backdrop, Health Enterprises found that its challenges with working on its on-premises ERP solution had amplified because of the pandemic-induced remote working arrangement.

**CLIENT:**

Health Enterprises

**PRODUCTS AND SERVICES:**

Microsoft Dynamics 365 Business  
Central Migration from Dynamics GP

**INDUSTRY:**

Hospitals & Physicians Clinic

**ORGANIZATION SIZE:**

200

**COUNTRY:**

United States



## *Challenges Health Enterprises Faced with Microsoft Dynamics GP*

### **Disrupted Business Continuity**

In 2020, many businesses in Iowa were adversely impacted by a Derecho storm. The pandemic and the storm had negatively affected operations and threatened business continuity. Working with an on-premises ERP solution like Microsoft Dynamics GP meant a technician had to regularly visit the physical site to rectify technical issues. This caused accessibility issues and delayed resolution of pressing problems.

### **Security Threat**

Disruptive events like the tropical Derecho storm had affected accessibility to the on-premises system, increasing security concerns. Given that physical systems need physical security, the involved costs and manual dependence were rising.

### **Decrease In Processing Speed**

As the majority of its employees started working remotely, the organization's processing speed issues became increasingly apparent. Health Enterprises was working with two databases, and processing with both databases increased software loading time. Working with two databases open at the same time caused batches to lock and required a batch restore process to be done, negatively impacting speed and process efficiency.

### **Increase In Error Count**

Due to the shift to remote work, the organization also noticed frequent processing errors. For example, the system reported more SQL errors, which in turn, delayed processing.



“

We have been on Dynamics GP for many years, but while working remotely, it became apparent that it significantly reduced speed and accuracy. We have noticed more SQL errors, and it slowed down processing speed. Apart from the pandemic, our operations continuity was impacted by the Derecho storm. All these factors have prompted us to look for an ERP system that was not entirely on-premises and ensured better security and accessibility.”



**Health**Enterprises

**Karen Pierson**

Executive Director, Finance  
Health Enterprises





## How Did Migrating to Microsoft Dynamics 365 Business Central Help?

### Faster Processing Speed

After migrating to [Microsoft Dynamics 365 Business Central](#), processing speed improved remarkably. For instance, working with data from two databases in Dynamics GP meant waiting for at least 10 minutes for the software to load. With Business Central in use, users can now pull data in real-time. Users are also able to process transactions and set up cash flows quickly.

### Improved Financial Visibility

The 'Dashboards' feature in Dynamics 365 Business Central provided greater overall financial visibility. Better transparency and updated status of crucial business processes have enabled the organization's management to make quicker and more informed business decisions. Karen Pierson, Executive Director, Finance *"Dashboards in Dynamics 365 Business Central enabled us to see real-time status of our accounts, sales, top customers, and receivable balances at one glance without running reports, which was a time-consuming process. The Cloud ERP also helps us set up a cash flow statement in very little time."*

### Improved Accuracy

Dynamics 365 Business Central has eliminated processing errors and significantly increased critical business processes' accuracy.

### Fewer Technical Issues

Cloud ERP has enabled seamless operations by minimizing technical errors, software loading delays, and data discrepancies.

### Efficient Remote Working Capabilities

One of the main concerns for Health Enterprises while working on Dynamics GP was business continuity. This problem was resolved by transitioning to a software as a service system that offered greater accessibility to critical business applications even while working remotely.

### Cost Savings

Dynamics 365 Business Central enables invoicing and process payments to the organization's customers on time, helping save processing and service costs.

### Enhanced Security

Microsoft provides state-of-the-art protection to its Cloud platforms, which translates into a more secure system than an on-premises ERP. Dynamics 365 Business Central has also minimized the need for physical security as it does not require physical servers or heavy-duty hardware devices.

### Accelerated Customer Service

Getting real-time customer account status helped Health Enterprises provide quick and real-time updates to its customers. Pierson recalls an incident in these words — *"I had a customer contact me for their current balance. I was able to give that information to them with a copy of invoices and statements within a few minutes. A proactive service like this provides great value to our customers."*





## *Why did Health Enterprises Choose to Work With Enavate?*

This question is best answered through Pierson's words -

“After thoroughly researching several consulting firms, we concluded that Enavate had the necessary resources, experience and expertise to support multiple ISVs and ease the migration from GP to Business Central. The Enavate team has been professional and supportive and has always prioritized our unique business needs. We would recommend Enavate to other companies in the healthcare industry.”





## *The Implementation Process*

The Health Enterprises team had a strict time frame for the migration. The Enavate team took an accelerated approach and finished the migration process successfully. Here is a quick snapshot of the Dynamics GP to Dynamics 365 Business Central migration process that Enavate facilitated for Health Enterprises:

### **Understanding Requirements**

**Thoroughly:** The migration process was preceded by a comprehensive fact-finding exercise where Enavate professionals connected with the Health Enterprises team to thoroughly understand their current system, operations, ISVs, challenges and business requirements.

**Training:** The next step of the process was training the Health Enterprises staff to use Dynamics 365 Business Central properly. The detailed training was completed over several sessions and involved answering all – and every kind of – user questions. Since all these sessions were recorded, the team has the convenience to revisit them anytime and train new team members effortlessly.

**Migration:** Through a well-planned step-by-step process, the Enavate team implemented Dynamics 365 Business Central in collaboration with the accounts and IT departments at Health Enterprises. This included setting up General Ledger (GL), Accounts Receivable and Accounts Payable processes.

**Post-Migration Services:** The Enavate team has continued providing support after the successful migration to Dynamics 365 Business Central. This involves answering questions and resolving functionality-related issues.



## *A Prosperous Partnership*

The collaboration between Enavate and Health Enterprises has led to a successful digital transformation journey, adding value to the process. The Dynamics 365 Business Central implementation has helped the organization to future-proof its business functions from disruptions.

Pierson summarizes the essence of this partnership -

“It has been a beneficial business relationship. I was highly impressed with the professionalism and expertise of the Enavate team. I never had a question that was not answered. The team is approachable and resourceful. They understood our complex and unique requirements to provide customized solutions for our problems.”

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