



# Case Study

"DFC listens to what we need and finds a way to make it happen, it's priceless for us."

**Pam Heyd**  
CFO  
Development Homes

## Customer Profile

Development Homes is a not-for-profit organization that works with people with developmental disabilities to improve the quality of life. A majority of their fundraising is done through charitable gaming.

## Business Solution

Microsoft Dynamics GP  
Development Homes a cost effective in-house alternative to their previous outdated accounting program.

## Benefits

- Reporting
- Inventory
- Security
- Support

## Demographics

**Industry:** Not for Profit  
**Employees:** 400  
**GP Users:** 6

## Development Homes

### Situation

Development Homes works with people with developmental disabilities to improve their quality of life through housing options, supportive living and vocational services. With nearly 400 employees, Development Homes works throughout Grand Forks and the surrounding communities.

Prior to 2010, they utilized Open Systems DOS, outdated accounting software that didn't have the functionality they needed to manage or grow their business. When they expanded their charitable gaming division, they opted not to utilize Open Systems and instead tracked information in Excel, leaving their information unsecure and vulnerable. Their entire inventory was also tracked in Excel and in turn was usually incorrect. All check reconciliation was also done manually.

### Solution

Development Homes ultimately chose Microsoft Dynamics GP, which helped them address the problems they had been facing. Although it was a big change, once the six person accounting team saw its capabilities, they were more than satisfied with their decision.

They have five different companies under the Development Homes umbrella and each was set up independently within their one GP system. That allowed each company to maintain their own individual finances while having the ability to transfer funds or inventory between them.

Along with control of finances and inventory, Development Homes now knows that their information is accurate and up-to-date. They save over 20 hours each week that used to be spent solely on manual entry, in turn saving \$20,000 on an average salary.

Along with financial management, they utilize inventory, payroll, Management Reporter as well as Greenshades and Mekorma, third-party applications. Prior to implementing GP, they were using 25 different checkbooks. Mekorma MICR allowed them to print checks from any account directly on blank check stock, which simplified managing so many checkbooks. Greenshades allowed Development Homes to reduce paper consumption through a secure website that gave employees access to their earning statement.

## Products

### Microsoft Dynamics GP

- Financial Management
- Inventory Management Reporter
- Payroll
- Payables
- Greenshades
- Mekorma

Development Homes also takes advantage of DFC's customer support plan, which gives them unlimited break/fix support and reduced consulting rates on training and other support incidents. They also have access to free training classes at DFC's Microsoft Certified Training Center and can send employees to quarterly user groups and the annual Customer Symposium free of charge. Through educational options and support services, each member of the Development Homes team has access to the tools required to succeed.

## Benefits

### Reporting

DFC worked one-on-one with Development Homes to develop over 50 reports through Management Reporter. Each report was individually tailored for specific departments or managers and many were scheduled to generate and distribute via email based on a predetermined schedule. One report allowed managers to see any employees with overtime that week, helping them to cut down on labor costs.

"Managers now have reports where they can look at their finances every day, every month – whenever they want to," said Pam Heyd, Chief Financial Officer.

The reliable reports were especially important for grant and funding management. They could show exactly how their funds were being utilized and how much they were spending.

### Inventory

By tracking their inventory in Microsoft Dynamics GP, Development Homes is now able to view accurate inventory levels and reorder supplies ahead of time. Through accurate tracking, they also avoid any potential inventory loss.

### Security

With manual entry, information could be altered or entered incorrectly. Now they assign appropriate roles based on job positions, protecting their information and securing an audit trail.

### Support

Development Homes has found that they have been more successful because of their partnership with DFC. "Everyone at DFC is phenomenal. If they're correcting something we know it's being done the right way. DFC listens to what we need and finds a way to make it happen, it's priceless for us," said Heyd.



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