



MIG Customer Story



Specialized Training Empowers New Microsoft GP User

“I have a better understanding of the Microsoft GP application and how the modules interact.”

Tina Rice, Controller, The Smith Center for the Performing Arts

Overview

Country: United States

Industry: Performing Arts

Customer Profile

The Smith Center for the Performing Arts is a public-private partnership that educates and entertains the citizens of Southern Nevada. The world class performing arts center offers first run touring attractions, lectures, and internationally acclaimed performers in music, theater, and dance.

Business Situation

The Smith Center for the Performing Arts Controller wanted training on important features of the Microsoft Dynamic GP system such as queries, reports, drilling into details, and best practices.

Solution

MIG & Co conducted interactive training sessions using real customer data as opposed to demo data.

Benefits

- Increased working knowledge of available configuration options
- Improved understanding of ad hoc queries

For More Information

Visit The Smith Center Web site at:

<http://www.thesmithcenter.com/>

Business Needs

As a new Microsoft GP user, the Controller for The Smith Center for the Performing Arts wanted training to understand the application better, learn best practices, and be more responsive.

The Solution

MIG & Co. conducted two specialized trainings to help the Controller improve her understanding of how Microsoft GP handles General Ledger, Budgeting, Fixed Assets, Order Processing, Payables Management and Ad Hoc Queries. The training was designed to empower the Controller by providing a working knowledge of best practices and available configurations.



“The MIG & Co. team was very knowledgeable and was able to answer specific questions.”

Tina Rice,
The Smith Center for the
Performing Arts Controller

Better Understanding of Microsoft GP

The training provided enhanced understanding of how the Microsoft GP modules interact and gave The Smith Center best practice ways to navigate the different modules, how to use Smart Lists, and which parts of the application were most meaningful to their organization.

Use of Customer Data

Instead of using generic demo data, the MIG team conducted the training using The Smith Center's own Dynamics GP company database. Training on data that was familiar, gave them the ability to ask specific questions directly related to their situation. It made the training more meaningful and easier to retain. The Smith Center now understands how their transaction cycle coincides with the Microsoft Dynamics GP accounting cycle.

Tailored and Specific Training

The MIG & Co. trainers were able to answer specific questions about The Smith Center's data within their environment. The interactive training was tailored to focus on exactly what the company wanted to learn.

Increased Productivity

The Smith Center Controller now has the training to perform needed tasks without having to stop and research on the best way to complete them.



MIG & Co. specializes in implementing and supporting industry leading financial and business applications that offer the lowest total cost of ownership.

Since 1998, our company's passion is to empower organizations to automate business processes and maximize productivity.

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Summary

The Smith Center for the Performing Arts was looking for a partner to provide Microsoft GP training to their Controller.

They engaged MIG & Co. to provide the training. Using customer GP data instead of generic demo data, MIG & Co. conducted two interactive training sessions that focused on General Ledger, Budgeting, Fixed Assets, Order Processing, Payables Management, and Ad Hoc Queries.

The Smith Center now has a solid understanding of the transaction cycle. They can make adjustments, enter, process, and verify transactions.

According to Tina Rice, Controller, "The MIG & Co. team was able to answer specific questions about company data within the environment and tailored the training to what I wanted to learn."

For more information about Microsoft Dynamics, go to www.mig.com

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