

Integrated Business Group

“MS Great Plains, it’s an excellent, reliable, customizable, adaptable software, but setup is critical. IBG has assisted us on a regular basis”

--Laurie Klinkenberg, Director of Finance/CFO Utilities Commission, City of New Smyrna Beach



Measures of success:

- The company can continue to use Great Plains and grow with it
- Software solutions, like SafePay, save employees time and the company money
- Top-notch training and customer support are always available
- The Utilities Commission has worked with IBG since 1996

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IBG Streamlines Services for the Utilities Commission, City of New Smyrna Beach

Location: New Smyrna Beach, Florida

Industry: Utilities

The Challenge: The Company required a Value Added Reseller (VAR) with a background in accounting and business processes, and they needed assistance implementing software to help with various functions, including accounting and warehousing.

The Solution: Integrated Business Group (IBG) not only helps them function seamlessly with Microsoft Dynamics GP and its various customizations, but it also recommends and helps install secondary software solutions as needs surface, while providing 24-hour support.

Results: The Utilities Commission has enjoyed many new advantages, including improved communications with its bank, online warehousing operations, and significant time and money savings overall.

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Keeping the electric, sewer, water and Internet running effectively for approximately 28,000 residents of New Smyrna Beach, Florida is no small feat, but streamlining business processes at the Utilities Commission was once an equally daunting task...until Integrated Business Group (IBG) came into the picture, Director of Finance/CFO Laurie Klinkenberg said she was “saved” when IBG introduced multiple software solutions, helping them connect a central office building, six off-site branches, warehouses, substations, and approximately 165 on-site and field employees. The new products assist with everything from accounts to purchasing.

In addition to excellent customer service and training Klinkenberg, also felt that IBG had the excellent accounting and product knowledge required to help get her business functioning better.

The Utilities Commission had been working with Microsoft Dynamics GP (formerly Great Plains) for customer billing and management since 1996. It’s a product that Klinkenberg described as easy to use, especially for those who have ever worked with Windows software. “It’s an excellent, reliable, customizable, adaptable software, but setup is critical.” Since IBG came on board in 1996, they have recommended, trained and installed numerous upgrades, some of which are complex third party products.

Once Klinkenberg was promoted to her current position, she began tackling tasks, like getting her warehouse online with automated bar coding. Per IBG’s suggestion, she also installed SafePay, software that allows her company to directly communicate with the bank. She remarked that it has saved her employees countless hours that used to be spent faxing, creating and e-mailing spreadsheets. IBG has assisted the Utilities Commission on utilizing the software to its fullest capacity, thus automating many manual processes.

Her company has also called on IBG experienced consultants to provide project management, including one instance when they had to convert all of their customers, each with five or six services to Microsoft Dynamics GP.

Since working with IBG, Klinkenberg said the VAR has walked them through major upgrades and has recommended other modules to make the process flow more easily, including a procurement module for purchasing. “They are committed to providing excellent customer service,” she asserted, adding that the services they offer are a great value for the price.