



Training And Community Accelerate Dynamics 365 Business Central User Adoption

Highlights:

- CFO turned from BC critic to BC advocate.
- Personalized user training is key to success.
- Value of strategic partnerships within the Microsoft channel.

The Challenge

Mount Evans Consulting worked with a broadcast media systems integrator with less than 100 employees that had previously implemented Microsoft Dynamics 365 Business Central to manage its financial operations.

Although they chose a powerful ERP solution, the original Microsoft partner they worked with wrapped up the implementation with minimal training. The company had a capable, feature-rich solution, but they knew it could do even more to help them serve their clients better.

The Solution

At this point, a new CFO joined the organization. However, this wasn't the first time that he had worked with Business Central – and he hadn't been impressed.

In their search for a new Business Central Partner, they found Kristen Hosman at Mount Evans Consulting. She was recommended not just as a Business Central expert but as a partner with strong accounting experience.

The CFO explains the benefits of the new partnership.

Practical Training. In order for their small financial team to fully utilize the system, this media technology company needed training. Rather than overwhelming them with an extensive course, MEC analyzed the team's processes and started with what they needed to know to be productive.

"Everyone at MEC is extremely knowledgeable yet patient with us, explaining concepts clearly. They trained each one of us in whatever area of Business Central we were working in. I have a lot of experience with financial reporting, but they've been helping me to understand how to get the data we need from Business Central from a technical perspective."

Additional Learning Resources. Instead of hoarding knowledge and focusing on billable hours, Kristen pointed the CFO in the right direction for deeper Business Central learning.

"There is so much more we can do with Business Central to manage our business. Kristen suggested that we attend DynamicsCon, which turned out to be a very educational experience. Now, we plan to attend Community Summit, too. These events have motivated us to learn Business Central more in-depth."

"Kristen's blog is a very valuable resource. When you run into problems, there's an article with step-by-step instructions to help you work through the issue. The fact that she makes this publicly available speaks for her commitment to and passion for the Dynamics community."

"As an accountant, Kristen can provide hands-on training to help you navigate through the system and utilize the built-in tools you don't even know about that can make your life easier."

Small Team, Personalized Service. This company sees the small team at MEC as a major advantage.

"It's nice to call and always speak to the same people. It's like they're our coworkers. MEC is an extension of our team, filling in the gaps where we don't have the knowledge or experience."

Connections With Other BC Experts. Kristen and her team leverage their network of peers for the benefit of their clients.

"Kristen puts us together with key people to help us in specialized areas we want to focus on. This week, she connected us with someone in her network who is an expert in job costing. Her introductions are priceless."

From Business Central Critic to Advocate

Now that he's gotten to know Business Central hands-on, with all the latest feature enhancements, the CFO has a much more positive view of the system.

"Microsoft has been responsive to users' requests for a better out-of-the-box experience. The Power BI and Excel integrations enable us to draw out the information we need. Now, transactional reports can be analyzed and displayed as pivot tables right within the software. I now feel that Microsoft Dynamics 365 Business Central is a wonderful tool."

The CFO believes that if MEC had originally implemented Business Central for his company, they could have been even more successful, faster.

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Would this company recommend Mount Evans Consulting? The CFO is quick to say, *"I would absolutely recommend Mount Evans Consulting to other companies. Having met and worked with Kristen over the last several months, I can say she's always spot on. She's very knowledgeable and responsive to her clients' needs. She has turned me from a Business Central critic to a Business Central advocate."*

