



COE SOLUTIONS TRANSITIONS NONPROFIT TO DYNAMICS GP ON AZURE CLOUD TO ACCELERATE BILLING AND SAVE THOUSANDS ON I.T. COSTS



For more than three decades, Gulf Coast Social Services (GCSS) has been providing compassionate home care services to people across Louisiana. The nonprofit organization manages seven regional offices and more than 600 employees who help individuals with mental, physical, behavioral and other challenges improve their quality of life and empower them to live as independently as possible.

GCSS CHALLENGES

Coe Solutions has been a trusted partner for GCSS for **twelve years** and has helped them make several **improvements, particularly related to their financial processes and systems.**

In 2017, GCSS was facing new challenges they needed to address. As a nonprofit dependent on Medicare and Medicaid funding, it was difficult to balance steady growth with government budget cuts that directly impact their ability to be as effective and efficient as they would like.

"With a full-time IT manager, a tech support partner and a Dynamics applications partner, we were spending a significant amount on technology. It was time to update our servers and, after receiving a quote for \$200,000 for server hardware, **Coe presented us with an Azure cloud solution. They indicated that this solution would save us quite a bit of time and money on both technology and resources,**" says Ralph Earl, Senior Accountant for GCSS.

COE SOLUTIONS IN THE CLOUD

The overall objective for Coe was to provide GCSS with a practical solution that would deliver a sustainable ROI year over year. Moving from an on-premise infrastructure to an Azure cloud environment would significantly reduce IT costs while accelerating their billing and receivables. The project involved two phases:

1. Migrate and Integrate Dynamics GP, Billing and HR Applications

Coe migrated Dynamics GP and their third-party billing application into an Azure cloud environment. This integration process required the cooperation of several third-party vendors. Coe succeeded in facilitating this process and as a result, GCSS was able to save money on hardware and staff time.

2. Transition Entire GCSS Infrastructure from On-premise to Azure Cloud

Working closely with the GCSS executive team, Coe created a phased plan to move all seven regional offices from a server-based infrastructure to an Azure cloud environment over a period of months. Coe transitioned each office over weekends so the business and employees experienced little disruption or delays.

GCSS BENEFITS

▶ Accelerated Billing, Payroll and Receivables

Over the years, Coe has consolidated and integrated the applications needed to manage accounting, billing and payroll to reduce licensing and support costs and expedite government reimbursements. Additionally, with Coe's assistance GCSS has been able to implement much faster and easier payroll process. "One of the major time savers for us is that we no longer have to manually enter time for hundreds of employees. Employees can enter their time electronically and that information is automatically imported into our system which has saved us hours of work every week," reports Pam Moore, GCSS Payroll Coordinator.

▶ Immediate Savings in Hardware Alone

Choosing to move their infrastructure to the cloud enabled GCSS to save a significant amount in expenses to upgrade their servers and apply that to more important things like expanding their market and growing their organization. Additional savings will come from also eliminating associated hardware expenses, such as server storage, maintenance and cooling expenses.

▶ Annual Savings in IT Staff and Support Costs

With their Azure cloud solution, their infrastructure is conveniently hosted, maintained, updated and managed by Microsoft. And with Coe Solutions as their application and

cloud partner, they have a single point of contact for their support and managed services.

▶ Improved Security with Built-in Disaster Recovery

In Louisiana, hurricanes can and have destroyed many businesses. "If we were to face a disaster, having everything in the cloud means we won't have to worry about losing data or money, but more importantly—we can continue to serve our clients," Ralph said. With Azure's strong security and compliance capabilities GCSS will have enhanced internal controls and audit trails.

▶ 24/7/365 Remote Access and Mobility

The cloud and Office 365 give GCSS employees more flexibility — no matter where they work. Providing modern, mobile technology not only keeps employees happy, it enables GCSS to take their organization and services to the next level.

"We've had a great relationship with Coe for twelve years," said Ralph. "They look for ways to help us succeed."