

CASE STUDY:

How a Security Company Keeps Dynamics GP Running While Evaluating Business Central



OVERVIEW

CEIA-USA has relied on Microsoft Dynamics GP for decades. While the company is evaluating future ERP options, including Dynamics 365 Business Central, GP continues to support critical business processes today.

Rather than pushing CEIA-USA into an immediate migration, Dexpro Dynamics took a practical approach: keep GP running well, make targeted improvements where they make business sense, and avoid large investments that won't deliver a long-term return.

Working within CEIA-USA's strict security requirements, Dexpro supported several key initiatives and supported them with the communication, responsiveness, and flexibility needed from a long-term ERP partner.



CUSTOMER
CEIA-USA



INDUSTRY
Security Screening Equipment

ABOUT CEIA-USA

CEIA-USA's mission is to sell, distribute and service the world's most advanced technology in electromagnetic fields manufactured by CEIA and CEIA-USA to public (federal, state and local governments) and private sector customers in North America.

HIGHLIGHTS



Full support for Dynamics GP without rushing a move to a new system.



Process improvements that deliver quick wins without overinvesting in a legacy system



Improved expense visibility in GP, reducing lookup time from 5 minutes to two clicks



Worked successfully within CEIA-USA's strict security requirements



Fast response times and superior customer service keep projects moving forward

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A DYNAMICS GP PARTNER THAT ACTUALLY RESPONDS

Robert Schindler, Accounting and Information Systems Analyst at CEIA-USA, explains the central role that Dynamics GP plays for their operations.

"We've used GP for almost 25 years. It still works for our company. It's what we know, and it continues to support the business."

CEIA-USA evaluated several consulting firms before choosing Dexpro Dynamics.

"We talked with a few different companies. After speaking with Marlena at Dexpro about their support and how a future move to Business Central might work, we really liked what she had to say and decided to go with them."

The difference was immediate.

"Dexpro has been great for us. They're a night-and-day difference from our previous Dynamics GP partner. It's a breath of fresh air to work with people who are responsive and willing to help."

TARGETED DYNAMICS GP IMPROVEMENTS WITHOUT OVERINVESTING IN A LEGACY SYSTEM

Like many long-time Dynamics GP users, CEIA-USA knows it will eventually need to make a long-term ERP decision.

Dexpro's team helped CEIA-USA evaluate what made sense.

"Dexpro has been very cognizant of our circumstances. On one project, they told us straight up that the ROI might be iffy. But they also gave us options, brainstormed different routes with us, and helped us decide whether we wanted to move forward."

"Dexpro helped us add fields and populate them with data from our external expense management app. Now we can see the expense type, who the expense is associated with, and more. Now we have more information right in GP, which helps us do analytics and see where we may have opportunities to cut expenses."

*Robert Schindler,
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REAL RESULTS FROM TARGETED DYNAMICS GP IMPROVEMENTS

With Dexpro's support, CEIA-USA began addressing long-standing needs around Dynamics GP. The work included a warehouse management system integration, an expense management tool integration, and upgrading a CRM web service feed.

"The team at Dexpro has looked at different processes and helped us with smaller projects that give us more data. They also went back and looked at custom code we had from our previous consultants to see what was good, what was bad, and where we could improve."

One of the biggest wins came from improving the integration of their expense management tool with GP.

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"The fact that they're still willing to support us on GP is huge. They've even said that if we don't ever want to go to Business Central, they would still be willing to support us and help us in the future."

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DYNAMICS GP SUPPORT THAT WORKS WITHIN STRICT SECURITY REQUIREMENTS

"We're a security company, so we make sure our organization and our data are locked down. The team at Dexprom definitely understood our security concerns and has been willing to accommodate them."

Instead of expecting CEIA-USA to change its security standards, Dexprom adapted its approach. The team coordinated closely, provided clear direction, and helped CEIA-USA's internal users perform tasks when direct access was limited.

That flexibility showed up in even in everyday support calls.

"I'm a good learner, so I try to look things up before I reach out. But when I do need help, Dexprom is quick to respond and point me in the right direction. For example, something came up recently, and I asked for help. They were quick to respond and said, 'Go here, here, and here.' I was able to fix the problem in 30 seconds."

GP SUPPORT TODAY, BUSINESS CENTRAL GUIDANCE FOR TOMORROW

Many GP customers feel pressure to move quickly to a new ERP system. Dexprom's willingness to support GP made a difference.

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Dexprom is a partner who can support today's system while helping them evaluate tomorrow's options.

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