



Case Study

"DFC has been very, very important, a critical piece to the implementation process."

Jim Knox
Sr. Financial Analyst
BNI Coal



Customer Profile

BNI Coal Ltd., a wholly owned subsidiary of Allete, owns and operates the Center Mine near Center, ND. BNI Coal's computer system was outdated, minimally supported by the foreign solution provider, and didn't take advantage of the latest technologies.

Business Solution

BNI selected Microsoft Business Solutions, GP for its range of functionality, the promise of Microsoft support into the future and (most importantly) the local presence of DFC Consultants.

Benefits

- Labor savings and increase efficiencies
- Improved support
- Improved data management

Demographics

Industry: Coal Mining

Annual Revenue:

\$

Employees:

GP Users:



BNI Coal Powers up Internal Operations

Situation

BNI Coal Ltd. owns and operates the Center Mine near Center, North Dakota. BNI Coal's open pit mine supplies about 4.5 million tons of lignite coal annually to fuel the nearby Milton R. Young steam electric generating stations.

BNI Coal's computer system was ten years old and stagnant. Purchased from an Australian company, the solution was completely customized for BNI. Because of this, there were virtually no upgrades to functionality and support was dropping off a little more every year. BNI feared their company was at risk; if anything went wrong with their system, they were not sure they would be able to get it fixed.

BNI formed a search team to locate a new business management solution. Most of the solutions they looked at did not have the range of functionality BNI wanted. They narrowed their selections to two options.

Solution

BNI selected Microsoft Dynamics GP, primarily because DFC Consultants had a local presence in Bismarck, North Dakota. After their experience with a partner that was located on a different continent, DFC's location was important to BNI.

Another factor in their decision was the range of functionality offered by GP. In addition, management believed that with the Microsoft name behind it, the software would be well supported and technology advancements would be incorporated into the software on an ongoing basis.



Products

Microsoft
Dynamics GP

- Financial Management
 - FRx Desktop
- Wennsoft
- Job Cost
 - Service Management

DFC Consultants

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DFC Consultants worked closely with BNI during the implementation. The solution contained customizations for the royalty aspects of BNI's business, which were developed by DFC. The implementation went smoother than BNI had anticipated when compared with their previous solution's implementation.

According to Jim Knox, BNI Senior Financial Analyst, "DFC's support has been critical. We wouldn't have been able to do it without them. DFC was right there to help walk us through the setup." Curtiss stated that it was great to have DFC's consultant available to work closely with Charles Curtiss, BNI's Computer Systems Manager.

Charles Curtiss, BNI's Computer Systems Manager agrees the availability and cooperative efforts of DFC's consultants help to make a smooth transition to the new system.

Benefits

Labor Savings. Because of the increased functionality, BNI has now been able to bring their entire payroll process in-house. They have reduced their payroll processing time from three days to one day. One full-time employee, who previously worked on payroll, has been redeployed to higher-impact work.

Month-End Closing Time Reduced. With the old solution, month-end close took four days. With the new solutions, closing can be accomplished in two days.

Improved Support. Knox says, "Since we've been running, we've gotten good support from both Microsoft and DFC." BNI executives enjoy having the promise of continuing support and functionality upgrades in the future.

Improved Decision-Making. In the past, reporting at BNI was cumbersome; the systems manager had to write a new report for almost every information request. Now the data is available to all management in real time, allowing quick reaction and freeing up some of the system manager's time.

Improved Data Accuracy and Quality. Curtiss says, "This is the first time our Control accounts and their subsidiary ledgers have tied out. In the old system, it was always a battle."



Exceptional Service and Trust—Our Foundation

At DFC Consultants we have perfected the practice of providing exceptional technical support by software experts who are personally familiar with your business applications. Our clients rest easy knowing that someone who is an expert and understands their business is just a phone call away.

At every stage of our working relationship, you'll know you can trust us to continue to provide solutions tailored to your exacting requirements. You'll never again worry about outdated applications and software conflicts. We'll provide programming for custom applications to meet your unique needs, software add-ons, seamless upgrades, and robust enhancements, all to keep you operating smoothly.