



Overview

Country or Region: United States

Industry: Gaming

Customer Profile

Formed during the advent of Indian gaming in the 1980s, Leech Lake Gaming Division, located in Cass Lake, Minnesota, operates three casinos owned by the Leech Lake Band of Ojibwe.

Business Situation

Business processes at Leech Lake Gaming were largely manual, including payroll and requisition tasks. To streamline operations, the organization sought a user-friendly solution with rich capabilities.

Solution

With the help of DFC Consultants, Leech Lake Gaming deployed Microsoft Dynamics™ GP in just six months. The business management solution automated and optimized operations.

Benefits

- Reduces costs
- Speeds financial processes
- Empowers management and employees



Casino Gaming Enterprise Automates Business Processes and Reduces Costs

“Microsoft Dynamics GP really came out at the top of the list for all of the things that we decided were important to us, including both ease of use and implementation.”

Vicki Ross-Rhoades, Assistant Controller, Leech Lake Gaming Division

Leech Lake Gaming Division, a business entity of the Leech Lake Band of Ojibwe, operates three casinos and employs more than 1,300 people. The legacy system used by Leech Lake Gaming created labor-intensive, error-prone processes, especially for requisitioning and payroll. And with the system stationed at the off-site gaming division office, casino managers had limited access to critical reports and information. Leech Lake Gaming paired with Microsoft® Gold Certified Partner DFC Consultants and implemented Microsoft Dynamics™ GP business management solution. The solution automated and optimized the company's business processes, resulting in an estimated annual return on investment of more than U.S.\$1 million. Leech Lake Gaming managers now have immediate access to the financial information they need to do their jobs and increased control over their resources.



“Microsoft Dynamics GP is very accessible, with powerful out-of-the-box solutions. Although this was a large installation, it required minimal customization.”

Carol Rogne, President and CEO, DFC Consultants

Situation

The Leech Lake Band of Ojibwe owns three casinos in Minnesota: the Palace Casino & Hotel in Cass Lake; the White Oak Casino in Deer River; and the Northern Lights Casino Hotel & Events Center in Walker. The Leech Lake Gaming Division, located in Cass Lake, performs the administrative, accounting, marketing, human resources, and IT functions for all three casinos, which are located roughly 40 miles apart. Each casino is highly regulated and governed by the Tribal-State Compact with the state of Minnesota and with the National Indian Gaming Commission.

The Leech Lake Gaming Division depended on an aging—and isolated—IBM AS/400 system to organize and execute financial management tasks. The legacy system lacked critical integration and was accessible only from the Leech Lake Gaming office. Because the casinos’ revenue is predominantly cash, which requires daily auditing and depositing, this posed an immense challenge.

“Casino managers had very limited access to our legacy system; they were unable to see information within it. To receive a report, they had to call us up,” says Vicki Ross-Rhoades, Assistant Controller at Leech Lake Gaming. “They were also unable to input information into the system. We often had to pick up invoices and other documents using our mail courier system and drive them back to the offices to complete routine business processes.”

For example, the 1,300 casino employees are paid on a weekly basis. Time was manually calculated from paper timecards, resulting in a lengthy payroll process. It often took two employees three days to manually enter—and double check—all the payroll information.

The casino requisitions processes were also manual and entirely paper-based. More than 60 casino managers were required to fill out three-part requisitions by hand, which were then delivered physically by courier service to the purchasing department located at the Leech Lake Gaming office. Orders were slow, printing costs were high, and coding errors were frequent.

“Our processes involved too much duplicate data entry. And excessive data entry leads to the potential for errors,” says Ross-Rhoades.

Leech Lake Gaming sought a comprehensive, standardized business management system to automate its labor-intensive, manual processes and to provide employees improved access to essential information.

Solution

In July of 2006, the Leech Lake Gaming Division, together with Microsoft® Gold Certified Partner DFC Consultants, deployed Microsoft Dynamics™ GP, a business management solution that offers a cost-effective way for managing and integrating an organization’s key operations. Microsoft Certified Partner Miller & McKenna Consulting also collaborated with DFC Consultants during the implementation. The company implemented Microsoft Dynamics GP after an intense eight-week evaluation period facilitated by Pragmatek Consulting.

Leech Lake Gaming considered multiple enterprise resource planning systems, including Agilysys, Infinium, and Micros, but as Ross-Rhoades explains, “Microsoft Dynamics GP really came out at the top of the list for all of the things that we decided were important to us, including both ease of use and implementation.”

Along with robust financial, payroll, and human resources functions, Leech Lake Gaming was also drawn to Microsoft

Dynamics GP because of its easy integration with gaming industry standard point-of-sale software.

In just six months, Leech Lake Gaming deployed Microsoft Dynamics GP with a very intricate implementation plan that incorporated three casinos, two hotels, three gift shops, six restaurants, two bars, a bingo hall, and two event centers. Pragmatek led the overall project and change management, while DFC Consultants led the implementation, project management, and training of Microsoft Dynamics GP. Miller & McKenna assisted with the payroll and human resources implementation. Although deploying a new system across four sites, 1,300 employees, and 61 departments at Leech Lake Gaming presented a daunting challenge, the groups used a team approach, which fostered automatic buy-in and excitement.

“With our teams’ extensive gaming-industry knowledge, we worked extremely well together to move deployment forward,” states Carol Rogne, President and CEO of DFC Consultants.

Training Process

After the rollout, DFC Consultants managed the initial training with the Leech Lake Gaming in-house training staff and with key employees and managers. Upon completion, the in-house training staff dispersed across each department, where they trained Leech Lake Gaming employees on a scheduled basis. For example, all 1,300 employees were required to learn the automated timekeeping system. For the employees who were already familiar with the Microsoft Office system, the seamless user experience helped them quickly become proficient in Microsoft Dynamics GP. DFC Consultants remained on site to support Leech Lake Gaming through the launch, even creating comprehensive procedure manuals.

“Leech Lake Gaming is committed to the training process. Following the launch, we contracted additional on-site resources and consulting time from DFC Consultants for the first three months to assist the staff and make a smooth transition,” says Dan Erickson, Gaming Director at Leech Lake Gaming. Leech Lake Gaming continues to call on DFC Consultants for technical and accounting support as needed. In addition, the Leech Lake Gaming in-house training department supports its users in being more proficient with the software.

Extensible Solution

Leech Lake Gaming implemented all of the modules in Microsoft Dynamics GP, including financial management, human resources management, and supply chain management. DFC Consultants seamlessly integrated these modules with several third-party products, including Mekorma for checks, Rockton Auditor for tracking changes, and Green Shades Software for magnetic media. DFC Consultants also customized the integration of the Leech Lake Gaming online ordering process between primary vendor and workplace.

“Microsoft Dynamics GP is very accessible, with powerful out-of-the-box solutions,” says Rogne. “Although this was a large installation, it required minimal customization.”

Among the improvements was the implementation of Workplace Requisitions by Paramount Technologies. Microsoft Dynamics GP integrates the requisition process directly into the purchase order module, eliminating more than 6,800 handwritten requisitions per year. And instead of submitting paper timecards, an automated timekeeping system, called Time Matrix by Business Computer Systems, now allows employees to swipe electronic timecards, so managers can electronically submit time into the payroll system.

“Our weekly payroll process has been reduced to just one day instead of three. With Microsoft Dynamics GP, processors can now concentrate on more productive tasks and less on repetitive busy work.”

Vicki Ross-Rhoades, Assistant Controller,
Leech Lake Gaming Division

In addition, 61 managers who previously had no direct access to the Leech Lake Gaming system now use it everyday. With account-level security technology, managers can view the details of only their line items to determine where their dollars are spent, enabling more confident decision making.

Future Plans

The rich functionality of Microsoft Dynamics GP supports future growth at Leech Lake Gaming as they add supplementary modifications to their existing system.

“We’re hoping to engage in more upper-level reporting using Business Portal 3.0 in Microsoft Dynamics GP, and we are currently in the process of implementing the Human Resources Suite in Business Portal,” says Ross-Rhoades.

Leech Lake Gaming also plans to implement the 2007 Microsoft Office system, and Microsoft Office SharePoint® Server 2007. In addition, the company intends to integrate its Micros Point-of-Sale and Hotel Management systems with Microsoft Dynamics GP, with possible plans to implement Microsoft Dynamics Retail Management System for its gift shop. Leech Lake Gaming is also looking at Microsoft Dynamics CRM.

Benefits

With Microsoft Dynamics GP, Leech Lake Gaming integrated and automated critical business processes and reduced operational costs. Microsoft Dynamics GP helps Leech Lake Gaming standardize business processes with a solution that maximizes employee productivity.

“With the gaming industry being so highly regulated, having accurate information on a timely basis is extremely important for Leech Lake Gaming,” says Ross-Rhoades.

“Microsoft Dynamics GP enables us to

address all of our needs in one clean solution.”

Reduces Costs

Microsoft Dynamics GP delivered significant, measurable efficiency gains in a very short period, resulting in an annual return on investment of nearly U.S.\$1 million. Microsoft Dynamics GP helps Leech Lake Gaming standardize and streamline critical business processes by increasing data accuracy and reducing the time and expense associated with paperwork.

Electronic requisitions save Leech Lake Gaming an estimated U.S.\$761,600 yearly. “Once an employee enters a requisition, there’s no more need for duplicate data entry further down the line,” says Ross-Rhoades. “This feature of Microsoft Dynamics GP has saved us the most time and alleviated the most frustration.”

Leech Lake Gaming also reduced costs with its electronic payroll improvements, saving the company an estimated U.S.\$67,080 per year. “Our weekly payroll process has been reduced to just one day instead of three,” says Ross-Rhoades. “With Microsoft Dynamics GP, processors can now concentrate on more productive tasks and less on repetitive busy work.”

Speeds Financial Processes

Using Microsoft Dynamics GP, employees keep current with bank statement reconciliation and accounts payable. In all, the month-end closing has been reduced from 20 days to just 10 days.

Says Ross-Rhoades, “We have 18 bank accounts—and reconciling all of them with our cash transactions at the individual sites used to take weeks. Not anymore. With Microsoft Dynamics GP, we’re able to complete this task in under a week.”

For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to: www.microsoft.com

For more information about Leech Lake Gaming Division products and services, call (800) 216-6329 or visit the Web site at: www.leechlakegaming.com

For more information about DFC Consultants products and services, call (800) 277-5561 or visit the Web site at: www.dfcconsultants.com

Accounts payable processes were reduced from three days to one day. "Thanks to Microsoft Dynamics GP, we're able to complete accounts payable in a day. Instead of sending us invoices, the expenses hit the general ledger on the same day they come into the casino, which saves a tremendous amount of time for us," continues Ross-Rhoades.

Empowers Management and Employees

With Microsoft Dynamics GP, Leech Lake Gaming managers gain immediate access to information and better control of human and financial resources in their departments.

In a very short period, the employees at Leech Lake Gaming, who had limited or no access to the previous system, have become proficient in using a business management system. Previously, only 20 employees accessed the legacy system. Today, 160 users access Microsoft Dynamics GP daily, 132 users enter requisitions, and all 1,300 employees use the automated timekeeping system to electronically review their weekly and monthly time totals.

"Now, employees can see the information they need right from their desktop," says Ross-Rhoades. "They have deep access to relevant information inside Microsoft Dynamics GP and can respond more quickly to the company's needs."

Microsoft Dynamics

Microsoft Dynamics is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence. Microsoft Dynamics works like familiar Microsoft software such as Microsoft Office, which means less of a learning curve for your people, so they can get up and running quickly and focus on what's most important. And because it is from Microsoft, it easily works with the systems that your company already has implemented. By automating and streamlining financial, customer relationship, and supply chain processes, Microsoft Dynamics brings together people, processes, and technologies, increasing the productivity and effectiveness of your business, and helping you drive business success.

For more information about Microsoft Dynamics, go to: www.microsoft.com/dynamics

Software and Services

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 - Microsoft Dynamics GP

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