

Skill Creations Builds an 8-Year Partnership and Migrates to Business Central with Ease

OVERVIEW

Skill Creations is a human services provider that has spent 40 years delivering residential, in-home, and community-based support to people with developmental disabilities across North Carolina. As Chief Financial Officer and President Stacy Garnett looked for a new Dynamics GP consultant in 2018, and later prepared to migrate the organization's financial systems to Business Central, she turned to ACE Micro. Having met the team through a chance recommendation at Microsoft Summit, Stacy knew ACE Micro's hands-on approach to GP and SQL Server support would carry Skill Creations through whatever came next.

Key metrics



+40

years as a human services provider in North Carolina



+8

years partnered with ACE Micro as GP and BC consultant



+20

years of historical financial data migrated to Business Central

CHALLENGES

When Skill Creations set out to modernize its Dynamics GP environment, the team faced a familiar set of pressures. Its previous consulting partner had gone silent, leaving the organization without day-to-day GP support. Skill Creations needed a partner who understood the Microsoft Dynamics space well enough to manage its GP instance, its SQL Server infrastructure, and the integrations layered on top of both.

Eventually, that need extended further. With more than twenty years of historical data sitting in GP, any future move to Business Central would require careful planning to decide what to consolidate and what to carry forward as full journal entries, all without disrupting service delivery to hundreds of residents and staff.

SOLUTIONS

ACE Micro stepped in as Skill Creations' Dynamics GP consultant in 2018, taking over management of the GP instance, the organization's SQL Server instances, and the integrations connecting them. Over the years, ACE Micro coordinated several additional integrations and represented Skill Creations' interests directly with outside software vendors, protecting the organization's needs even when a third-party ISV was involved.

When Skill Creations was ready to migrate to Business Central, ACE Micro provided a team of consultants who worked with the organization weekly to migrate and validate more than twenty years of GP data before Skill Creations' internal team spent several months refining the system in a sandbox environment.



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KEY BENEFITS

1

Uninterrupted service delivery

The Business Central migration was planned and tested extensively in a sandbox environment, so residents and staff never experienced a disruption in care.

2

A trusted advocate with vendors

ACE Micro represented Skill Creations' interests directly with outside software vendors, protecting the organization whenever a third party was involved.

3

A faster, smoother go-live than expected

Because major issues were resolved during sandbox testing, the staff rollout took far less time than the team anticipated.

4

A partnership that keeps paying off

Eight years in, Skill Creations' GP and IT function has thrived, with responsive, dependable support Stacy calls second to none.

“

It's been a really, really good relationship. Their customer support is second to none, and I have and will continue to provide reference to anyone looking for a GP or Business Central consultant.

Stacy Garnett

CFO & President | Skill Creations

LEARN MORE

Still want to learn more? Watch the full video testimonial to hear from Stacy Garnett, CFO & President at Skill Creations, as she talks about her experience with ACE Micro:

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