



About On-Line Support Inc.

On-Line Support (OLS) has been providing outsourced call centre services to a wide array of North American telecommunication and IT companies since 1997. Headquartered in Charlottetown (P.E.I.), OLS employs about 1,500 people throughout eight call centres.

Solution:

Due to its rapid expansion, OLS found that Simply Accounting software limited the company's potential. Working with Microsoft® Gold Certified partner, Strophe Atlantic, OLS implemented Microsoft Dynamics™.

Benefits:

- Increased visibility into business performance
- Reduced monthly closing times by three days
- Improved reporting

Partner:



The Strophe Group Inc.
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www.strophe.com

“Microsoft Dynamics GP makes my job easier and, overall, the new solution has enabled us to go much further than I expected.”

Lynn Pineau, Accounting Analyst

Business needs:

OLS had outgrown its Simply Accounting software: They could no longer add new GL accounts and the system lacked necessary reporting structures for billing and posting by department or by program. Besides, finding information within the system was frustrating, as it often required exporting reports to Microsoft Excel and then cutting and pasting every section.

Solution:

OLS considered different accounting and financial management software including Sage MAS 500, Sage ACCPAC and Microsoft Dynamics GP. Management chose Microsoft Dynamics GP because of its ample functionality and financial analysis tools, which would undoubtedly help support the company's future growth.

Microsoft Gold Certified Partner Strophe Atlantic helped OLS implement Microsoft Dynamics GP and then enhanced the solution with customized reports, allowing OLS to obtain accurate information project status reports.

Benefits:

It has now become a great deal easier for OLS to analyze performance by programs and individual departments, and to measure performance against goals and budgets. Users have access to Smart List inquiries to better track and analyze information and they can even drill down to the detailed transaction-level to see the list of transactions that make up a specific value.

Microsoft Dynamics GP also streamlined tasks, shortening the month-end financial accounting cycle by at least three days. With Simply Accounting the same process required many manual tasks.

About Strophe:

Lynn Pineau, Accounting Analyst, was really impressed by Strophe Atlantic, not only because they are always helpful and knowledgeable but also because they are very proactive: They anticipate any issues that can come up and make recommendations to make the program more functional for OLS.

Strophe is proud to have contributed to the success of OLS.

