



SIS, LLC and Microsoft Dynamics™ Construction Industry Case Study



Overview

Country or Region: United States

Industry: Construction

Customer Profile

McKenney's, Inc. is the largest mechanical contractor in the state of Georgia. The company recently provided all mechanical services for construction of the Georgia Aquarium, which is the largest aquarium in the world. They are ranked among the Top 50 Mechanical Contractors in the country by *Engineering News-Record* magazine.

Business Situation

A homegrown UNIX system had been developed over the years to support McKenney's business processes, but it limited their ability to use new technology and tools to improve productivity and provide better information to users.

Solution

Since installing Microsoft Dynamics SL, McKenney's increased billing accuracy, decreased redundant data entry, and improved overall employee productivity.

Benefits

- Improved data integrity and timeliness
- Elimination of duplicate data entry
- Access to historical analytical data
- Increased billing efficiency



Mechanical Contractor Leverages Technology for Better Performance and Competitive Edge

“SIS has helped us innovate with Microsoft® technology to gain an advantage over competitors.”

Frank Zicarelli, Systems Manager
McKenney's, Inc.

Founded in 1944, McKenney's is one of the largest mechanical contracting firms in the Southeastern United States. The company operates five divisions: Construction, Design-Build, Tenant Mechanical, Building Services, and Automated Controls. Headquartered in Atlanta, Georgia, McKenney's is a union shop that operates out of three offices with more than 750 employees.

The company had experienced dramatic growth in just a few years. They were using an advanced home-grown UNIX system that had been developed to support their business processes. The existing system limited the company's ability to exploit new technology and tools to improve productivity and provide better information to the user community.

McKenney's has always used technology as an enabler to improve their competitive position in the market. After working with Microsoft Gold Certified Partner, SIS, LLC to tailor and deploy Microsoft Dynamics SL, they now have a foundation that will help them continue their strong tradition of leveraging technology to improve business performance.



“We have increased the efficiency with which billings are generated; established an infrastructure for growth by collecting and analyzing the information that is captured; improved long term strategic decision-making; and we have given project managers greater control over project setup and analytical tools, reducing involvement from accounting personnel.

Frank Zicarelli, Systems Manager
McKenney's, Inc.

About SIS, LLC

SIS is a Gold Certified Microsoft Dynamics Partner providing financial and operational software for the construction industry.

Specializing in construction applications since 1992, SIS offers solutions that support a company's existing business processes and improve profitability.

SIS is the founder of the Microsoft Dynamics SL Users Group for Contractors, a member of Microsoft's President's Club and their Partner and Product Advisory Boards, and the recipient of Microsoft Partner Awards for Loyalty, Competency, and Customer Service Excellence.

Accounting Technology magazine ranks SIS as one of the Top 100 accounting software resellers in the United States.

For More Information

For more information about SIS, call 1.888.844.6599 or visit the web site at www.sisn.com.

Situation

The internally developed legacy UNIX system at McKenney's, while very advanced by most standards, did not offer the benefits of other solutions such as a strong core functionality, continuous software improvements, and the capability to adapt to changing technologies.

McKenney's management set out to find a fully integrated system that provided the flexibility to meet their complex project, service, financial, and distribution requirements. The single most important selection criterion was that the new software would not constrain them from executing their existing business processes and procedures. Another key consideration was finding a system that could be tailored to the level of sophistication that had been built into their legacy software system.

After an extensive evaluation period, McKenney's chose SIS, LLC and Microsoft Dynamics SL. This team provided all the advantages of a packaged solution from the largest software company in the world, tailored by the leading Microsoft partner in the construction industry.

The system was built on a Microsoft SQL server platform and included the following Microsoft Dynamics SL modules:

- Financial Management
- Job Cost
- Project Management
- Field Service
- Labor Management
- Materials Management

One of the key success factors in the project was the high level of commitment demonstrated by the management of McKenney's. The company's senior divisional managers, operations employees, and financial staff all participated in the solution design sessions. SIS assisted McKenney's in tailoring their solution to leverage the flexibility of Microsoft Dynamics SL to the fullest. SIS used customization and development tools to exploit the deep functionality of the software, and extend the product to match the company's unique business requirements.

Solution

In the end, the project team met the challenge of adapting Microsoft Dynamics SL to the five distinctly different divisions, each with its own varying business processes. SIS utilized its proven Vision-to-Operations implementation methodology to help McKenney's integrate and automate the processes that were critical to maintaining their competitive advantage.

To maximize the return on investment, the system was completely deployed all at once and was immediately made available for access to all operational staff. This involved training more than 130 employees prior to going live. Individuals executing projects on behalf of the company underwent extensive training to create new projects, import budgets, enter purchase orders, enter change orders, approve payments, update EACs and access information on projects.

Individuals were trained over a six-week period with reinforcement from three rounds of homework that were monitored and reviewed. A "study hall" was set up to provide assistance for complex scenarios and to aid Users unfamiliar with the new environment.

SIS and the Microsoft Dynamics SL software have been able to positively impact the employee productivity and operational efficiency of McKenney's by providing:

- Faster access to historical analytical data
- Elimination of duplicate data entry
- Increased billing efficiency
- Improved data integrity and timeliness

McKenney's found these improvements resulted in better management decision-making, heightened productivity, enhanced support for their commitment to high levels of customer service, and improved employee satisfaction. With this foundation in place, McKenney's continues to innovate at a rapid pace. A testament to their leadership and dedication is their status as a founding member of the Microsoft Dynamics SL Users Group for Contractors. The entire Microsoft Dynamics SL user community has benefited from the contributions and commitment of McKenney's.