



SBS Group Presents: *Case Study for Microsoft Dynamics GP*

Virtusa Corporation

Virtusa Corporation (NASDAQ:VRTU) is a global information technology services company that provides IT consulting, technology and outsourcing services to Global 2000 enterprises and leading software vendors. Founded in 1996 and headquartered in Massachusetts, the company employs approximately 4000 people throughout the U.S., U.K. and Asia.

Business Situation:

Managing Accounting Processes Across Three Continents

As Virtusa began to expand rapidly in 2004 and became more heavily involved in foreign subsidiaries, the company needed more complex financial reporting models. The functionality Virtusa required existed within its Microsoft Dynamics GP software, but the company needed help on how to use more automation features to streamline financial processes.

"Because we were growing rapidly, the need to automate financial processes was becoming critical," said Pamela Sullivan, Senior Manager, Corporate Accounting for Virtusa. "We needed a solution provider that could help us benefit from more of the features offered by Dynamics GP."

At the same time, Virtusa had become dissatisfied with the level of service from its solution provider. "In particular, we were having trouble accessing 24x7 support, which started to become a major problem in 2004 as we expanded into the U.K., India and Sri Lanka," Sullivan said. "When one of our accounting staff needs Dynamics GP support, we usually need it quickly whether it's a user in the U.S., the U.K. or in Asia."

SBS New England Solution:

Expertise Across Multiple Accounting Software Solutions

Sullivan knew about SBS New England (formerly Grace-Hunt) as a possible new solution provider partner having worked with one of its consultants in the past, but the key challenge was to convince senior management that SBS New England could meet Virtusa's needs, especially since SBS New England was a smaller company compared to the previous solution provider.

Virtusa first tested SBS New England capabilities on a few minor service calls but then called upon SBS New England for a major issue involving the financial system in the U.K. "The way Grace-Hunt (SBS New England) handled this incident was a key factor that helped win our business," Sullivan said. "Our previous solution provider had deployed Dynamics GP in the U.K., but we ran into major problems. We turned to Grace-Hunt (SBS New England), and they quickly deleted the work of the prior vendor and then reset the books, the reports and the currencies so that the system worked properly."

This incident convinced Virtusa senior management that SBS New England could be an effective Dynamics GP partner. SBS New England has since continued to prove its capabilities from a technical, customer-service and pricing standpoint for not only Dynamics GP but also for a host of other financial applications, including ReQlogic, FRx, FastPath and AuditTrails. SBS New England also helped Virtusa reduce network bandwidth requirements for remote users in Europe and Asia by giving users access to applications via a Citrix environment.

"Grace-Hunt (SBS New England) has helped us on many fronts," Sullivan said "They created a purchase order system to automate how we work with our vendors, and they have helped us use Dynamics GP more efficiently. They also have a knack for finding software products that can help us further streamline our financial operations, and they know how to integrate anything we add with Dynamics GP."



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Results:

24x7 Support For Accounting Staff in U.S., U.K. and Asia

SBS New England has helped Virtusa fully realize all of the features within Dynamics GP by integrating the accounting software with a range of other off-the-shelf software products as well as home-grown applications. Sullivan cites Sarbanes-Oxley (SOX) compliance as the signature project that highlights the value of the Virtusa/ SBS New England partnership.

"When we became a public company, we faced many SOX challenges," Sullivan said. "We constantly needed to tweak Dynamics GP and ReQlogic over the course of the six-month process, and Grace-Hunt (SBS New England) always responded quickly with remedies to meet requirements presented by our auditing firms. We had multiple urgent meetings very early in the morning to communicate with our Asia office, and Grace-Hunt (SBS New England) was always accommodating," Sullivan said.

Another major achievement for SBS New England was the deployment of an automated expense-report solution involving another component of ReQlogic. "Grace-Hunt (SBS New England) expanded ReQlogic into a Web-based expense reporting system so that we no longer process expense reports manually," Sullivan said. "This saves significant time since we process hundreds of expense reports every month."

In assessing the ultimate ROI provided by SBS New England, Sullivan said, "They provide an unparalleled level of 24x7 support in terms of responsiveness while offering a combination of a wide range of expertise as well as the ability to integrate new software with Dynamics GP. When we run into problems, they always come up with a workaround or new tool, and Grace-Hunt (SBS New England) is adept at adapting to our unique global model that involves different currencies and exchange rates as well as personnel in Europe and Asia. Even though we require complex financial reporting, Grace-Hunt (SBS New England) always rises to the challenge."

About SBS Group

SBS Group provides industry knowledge, technical savvy and project management know-how to create technology solutions that deliver measurable results for your business. With over 25 years of experience, SBS Group provides a single source efficiency to the implementation of today's technology solutions. Our 25 office locations enable us to provide cost-effective implementation, consulting, training and support both remote and on-site.

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