

# DYNACO

## BAASS OPENS THE DOOR TO SYSTEM SUCCESS

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Founded in 1987, DYNACO has grown to be a world leader in High Performance Door technology. However, DYNACO doors are more than just a high performance door. Simply put, they are the world's safest and most energy efficient, complete door systems. Aggressive, continuing research has resulted in multiple, patented, revolutionary technological innovations that offer realworld advantages to our customers. For decades, DYNACO doors have been operating all over the world. Thousands and thousands are installed and operational in food processing facilities, manufacturing plants, aerospace applications, pharmaceutical environments and freezer locations.

### Operations are “Locked Up” with Ineffective Systems

BAASS had a solid relationship with DYNACO based upon the support for their business management software, and had already provided many recommendations for maximizing the investment to ensure continued and smooth operations.

Through this partnership, DYNACO understood that to remain efficient, effective technology was paramount and when the time was right to upgrade their Sage 300 ERP software, they naturally turned to BAASS. In addition, they had urgent issues with their hardware infrastructure. Martin Murphy, Controller for DYNACO explains, “We were

reaching 98% capacity on our servers and definitely needed to take action before they bottomed out. We were unhappy with the outside firm we had been using to manage our IT and wanted to partner with someone who could give us more consistent performance. On top of that, we had several computers that were more than 10 years old and we needed to get current. I spoke with our trusted advisors at BAASS and they suggested that we upgrade our software, servers, hardware, and operating systems at the same time to bring everything current in a coordinated manner.”

### BAASS Finds “The Keys”

Aside from traditional reseller system support, BAASS serves in an advisory role for their clients and gives them access to a broad range of knowledge and resources. Already familiar with DYNACO's business model, they knew exactly what would be required and were able to effectively strategize about their future IT approach. “BAASS was able to provide a lot of valuable expertise and vision in helping us thoroughly research our IT options,” reflects Martin. “From helping us understand the pros and cons of cloud technology versus managed services, to introducing us to the IT firm we finally engaged, we found their guidance and recommendations to be extremely thorough and insightful.”

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environment that best met DYNACO's specific needs and use their depth of experience to recommend a new system environment that best met DYNACO's requirements for their current situation and for future business growth.

Planning and execution of the hardware and software upgrades were completed successfully, and DYNACO began to realize the business benefits of the project. In spite of this, an item that had been identified as a possible risk, did prove to be the next challenge needing BAASS' expertise and fortitude to overcome. Martin explains, “DYNACO had a lot of mission-critical reports written using old versions of Microsoft Access and Crystal Reports. These keep us abreast of order tracking, production schedule, commission reports, and more. We all knew there may be issues when upgrading to the latest version of Windows, but keeping these reports 100% functional and accurate was non-negotiable for us.”

As soon as it was identified that the reports were not processing correctly, BAASS immediately took control of the situation, and offered a temporary solution that enabled DYNACO to continue to run their business. They then began to research the alternatives for a satisfactory, permanent resolution. Assuming full ownership, BAASS quickly diagnosed that a third party software program

used in the report print process was one of the problem areas. When the third party program vendor failed to provide a satisfactory resolution, Axis suggested a SAP Crystal Server as the best solution for the future. They presented this to DYNACO who agreed to move forward with their recommendations. BAASS then coordinated the product licensing and executed an installation plan, during which they encountered additional undocumented technical issues. Unwilling to have the end result be anything but positive for DYNACO, BAASS worked closely with SAP to find the resolution. "This is where BAASS' determination and tenacity really shined," recalls Martin. "It isn't easy to get a major software company to take note of your problems, but BAASS refused to take no for an answer. They were our advocate and continued to reach out on our behalf until they found someone who was able to provide the fix we needed. Finally, I am extremely happy to report that the project is complete and our reports are functioning perfectly."

#### **DYNACO Opens the Door to a Bright Future**

DYNACO now has everything they need to operate their organization effectively. With the expert assistance and knowledge of BAASS Business Solutions Inc. they have revitalized their infrastructure, successfully upgraded to the latest version of Sage 300 ERP, and have established a foundation of growth for the future. Martin concludes, "Though we experienced some challenges along the way, I was extremely impressed with BAASS' fortitude in making sure everything was resolved. They provided invaluable advice and guidance in regards to our IT options, and continue to be there for us with regular follow up, communications and support. They truly went above and beyond for us and I would definitely recommend them to anyone who needs advice or guidance on a strategy for their business software and IT systems."

DYNACO is now looking to improve on their already outstanding customer satisfaction ratings by integrating their existing systems with an improved customer relationship management (CRM) system, and will be sure to contact the experts at BAASS to help them accomplish their goals.

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#### **About BAASS Business Solutions Inc.**

BAASS is a full service technology firm with twenty-five years of industry experience. With a broad client portfolio, BAASS serves over 2,500 clients across North America and the Caribbean. With a past record of successful system implementations, BAASS has been recognized within the industry on numerous occasions. Recognitions include being ranked in Accounting World's Top 100 VARs, Accounting Technology Magazine's Pacesetters Award, two consecutive Business Partner of the Year awards from Sage Software Inc., and nine consecutive Sage President's Circle awards for being a top performing Business Partner.

With an experienced team of IT and business application and design consultants, BAASS offers a comprehensive range of services including needs assessment, management consulting, system design and configuration, software training and technical support in accounting, ERP, CRM, e-business, custom web solutions, and specializing in Sage 300 ERP, Sage ERP X3, Sage CRM, Sage HRMS, Sage WMS, Sage BI, Deltek, BambooHR, and NetSuite products.