



Case Study:

Betting on Microsoft Dynamics GP to Streamline Casino Operations



The Client

[Meskwaki Bingo Casino Hotel](#) offers guests over 67,000 square feet of casino space, proudly boasting more than 1,350 of the loosest slots in Iowa. The casino space is also filled with nine kinds of table games, a 10-table poker room, bingo and Keno, and all-day off-track wagers.

In addition, Meskwaki features 404 hotel rooms, a pool, whirlpool, spa and salon; as well as a lounge featuring live music, an upscale steak house, and a food court.

The Problem

Meskwaki came to Alta Vista Technology because their system ([PeopleSoft](#)) was out of date and unsupported. In 2013, PeopleSoft 9.2 was the last major upgrade Oracle offered in attempt to keep the application relevant.

Their system worked, but was clunky and often left HR and payroll information disorganized. They had no automated workflows and were doing everything manually, thus wasting a great deal of time trying to just keep things running.

“Everything used to be a manual process. I still can’t believe how far we’ve come.”

— Kent McDaniel, MIS Director

Businesses in the hospitality industry (like hotels, retail outlets, restaurants and casinos) often face complex business needs. They need to track revenue and manage supply chain and logistics like many organizations, but also need to adhere to strict compliance requirements. In a hotel and casino of Meskwaki's size, inefficiencies are simply unacceptable.

At Alta Vista Technology, we had the necessary expertise to help Meskwaki. We have significant experience helping casinos implement and transition to using a new ERP system. We recommended Meskwaki invest in Microsoft Dynamics GP, due to the system's integration and deployment options.

Our Solution

Microsoft Dynamics GP is a business solution intended for SMBs. It offers integrated capabilities for financial management, project accounting, manufacturing, human resources management, business analytics, and customer relationship management. Capabilities can be personalized to roles and workstyles, streamlining workflows and improving collaboration between employees. Dynamics GP also integrates with Microsoft Office 365, enabling staff to work directly in Excel or copy/paste journals directly from spreadsheets.



Following our ClearPath Methodology, we analyzed Meskwaki's existing business applications, integrations, data migration, workflow configuration and infrastructure requirements. We identified the gaps in their system and processes, and then designed their implementation plan in detail. In addition

to our existing enhancements, we outlined the specific customizations to Microsoft Dynamics GP they would need to increase productivity. The implementation and development was completed on time and under budget.

Our ERP consulting services helped Meskwaki:

- **Improve their reporting with advanced functionality and ad-hoc query ability**
- **Simplify their PO entry using PO templates**
- **Extend their fields utilized to track vendor licensing information**
- **Improve their requisition system with detailed approvals and routing, allowing for approvers both in and outside of the facility**
- **Improve their warehouse inventory tracking, including weight conversions for food and transfers between restaurants and outlets**
- **Improve the management of “tokens”**

The Results

Meskwaki's implementation went smoothly. We equipped their staff with the proper tools to improve accuracy, productivity, efficiency, and overall work-life balance.

Meskwaki was finally able to stop focusing on trying to just keep things running, and truly focus on the guest experience. That paid off, with Meskwaki winning Best of Iowa 2016 for Best Overall Gaming Resort.



Southfield

24700 Northwestern Hwy
Suite 601
Southfield, MI 48075
P: 248.733.4504

Grand Rapids

62 Commerce Ave SW
Grand Rapids, MI 49503
P: 616.222.0639

General & Support Email

info@altavistatech.com