



OTT, Inc. Customer Solution Case Study



Customer: West Central Telephone Association, Inc.

Web Site: www.wcta.net

Country: USA

Company Profile

West Central Telephone Association (WCTA) is an independent local telephone company. It has been providing telephone service for fifty-six years to five telephone exchanges in north central Minnesota. WCTA is a cooperative, owned by its customers and governed by a Board of Directors that is elected to office.

Software and Services

- Microsoft Dynamics GP
- Receivables
- Payables
- Bank Reconciliation
- Cash Flow Management
- Refund Checks
- Purchase Order Processing
- Inventory
- Landed Cost
- Payroll
- Direct Deposit
- Human Resources
- General Ledger
- Mekorma - MICR for Payables & Payroll
- OTT, Inc. - Labor Distribution
- Professional Advantage - Company Data Archive
- ADC Technologies - EasyTrack for bar-coding



Microsoft Partner

Gold Enterprise Resource Planning
Silver Customer Relationship Management
Silver Portals and Collaboration
Silver Business Intelligence
Silver Midmarket Solution Provider

West Central Telephone Association (WCTA) is an independent local telephone company that serves approximately 4,000 customers. It has been providing telephone service for fifty-six years to five telephone exchanges in north central Minnesota. WCTA is a cooperative, owned by its customers and governed by a Board of Directors that is elected to office.

The Need to Automate Processes

Facing the challenge of manually entering and managing information, WCTA decided to implement a solution that would help manage its five telephone exchanges in north central Minnesota. Microsoft Dynamics GP was deployed, offering module integration and automation of processes. As a result, WCTA eliminated duplicate entry and the use of manual spreadsheets, leading to greater efficiency.

The Situation

Inventory was manually entered into spreadsheets and physically counted only once per year. The information was not complete because only buried cable was being entered into the system. Labor Distribution was calculated on spreadsheets and it took a full day to process timesheets. It took weeks to prepare for an audit because information and reports were difficult to retrieve. The HR system consisted of paper records spread over a half-dozen different file folders.

The Business Solution

WCTA selected Microsoft Dynamics GP as their solution of choice. Implementing inventory has greatly improved productivity. They are now able to keep track of all inventory on a real-time basis and relieve it through purchase orders. Being able to see what was purchased and sold has enabled them to grow their business.

Using OTT, Inc.'s Labor Distribution software, they now spend 15 minutes per month distributing labor and overhead to the appropriate telephone asset and expense accounts, where they previously spent a full eight hours.

Preparing reports for an audit took weeks with manual systems, and now takes about three days. WCTA uses Smartlists to pull information quickly and easily, which then can be exported into Excel within minutes. This solution enables WCTA to be almost completely paperless in preparing for an audit.

Using Payroll/Human Resources, they have reduced processing time by 50% to produce a combination of payroll checks and direct deposit slips. They also have superior visibility of employee benefits, wages, deductions, training & equipment used.

The Results

Jennifer Grewe, Controller, sums up her experience with Microsoft Dynamics GP and OTT, Inc. by saying “The Microsoft Dynamics GP solutions and ISV products have allowed us to be more efficient with our time, resources, and money. At any point we can find requested information and/or reports within minutes. I have been extremely happy working with OTT, Inc. for support. The employees have a vast knowledge of the system, accounting and telephony backgrounds that really aid in having to explain the circumstances for your call.”

The Benefits

OTT, Inc. has provided WCTA with an integrated system that enhances data integrity, provides better information, and saves time and money. In addition it has produced increased productivity and efficiency.