U.S. TRAVEL
A S S O C I A T I O N®

As a national, non-profit organization, the U.S. Travel Association has acted as the voice for the U.S. travel industry for over 75 years. Currently serving over 1,100 leading traveling organizations, this association identifies significant opportunities and challenges for the sector, lobbies for favorable policies related to travel, offers education initiatives, and provides industry-specific data and analysis for its members.

In order to offer so many vital benefits, the U.S. Travel Association runs on membership subscriptions. This means reviewing subscriptions, sending invoices, and following up on unpaid dues for the finance team.

To further streamline their finance operations and increase remote capabilities during the 2020 pandemic, the U.S. Travel Association decided to migrate from the Microsoft Great Plains ERP to Microsoft Dynamics 365 Business Central.

Microsoft **Dynamics GP**

Microsoft **Dynamics 365**

THE PROBLEM

Migration from Microsoft Great Plains to Business Central

Migrations aren't a quick or straightforward procedure. Typically, an ERP migration can last up to 6 months. For an organization looking to increase its remote capabilities, the migration needed to take place as quickly as possible.

When the pandemic hit in 2020, the finance team decided it was the best time to upgrade their current ERP. By switching to Business Central, they would shift their hosting to the cloud, expand their reporting capabilities, and reduce overall costs.

While the association has a fairly simple reporting structure, they wanted to be completely confident of a smooth transition to their new ERP.

The U.S. Travel Association decided to partner up with Gorilla Expense to ensure a timely migration of their expense reporting automation solution. In 2015, the association first worked with Gorilla Expense to automate its workflow. At the time, they were using a paper-based approval system for expense reports and reimbursement. The finance team wanted to reduce waste, save time, and streamline their reporting.

KEY BENEFITS

Quick Migration to Dynamics 365

Excellent Support

Seamless transition for the end-users

THE SOLUTION

Seamless Migration with a Proven Solution

RESULTS: A SEAMLESS MIGRATION ACCOMPLISHED ON TIME, WITHIN BUDGET, AND WITHOUT STRESS.

Together with the Gorilla Expense team, the association mapped out what they wanted to accomplish by moving from Great Plains to Business Central. Then they decided on a timeline, set up a sandbox, and began testing.

The migration process from Dynamics GP to BC took four-to-six months to complete, including customization for tracking membership dues, new members, miscellaneous fees, sponsorships, advertising, and other related expenses. Due to its plug-and-play configuration, Gorilla Expense took only a week to complete its role in the migration. The U.S. Travel Association team also relied on Gorilla Expense for additional support when needed.

Not only was the migration accomplished in a timely manner, but the U.S. Travel Association group was able to adapt to the new platform quickly. At the same time, the migration has helped them lay the foundation for enhanced automated and detailed reporting and role expansion throughout the organization for 100% visibility and increased turnaround time for payments and expense reports.

"

Gorilla Expense did such a good job in the initial testing. Once we flipped the switch, we've had no issues. Gorilla Expense really helped our hand through the whole process and made it simple.

Gorilla Expense's support is not like working with other tech companies. Rather than 48 hours initial turn-around, technical issues are usually resolved within 24 hours. They are very responsive.

Brian Umbright
CPA, Senior Director, Financial Management and Controller of U.S. Travel Association