

# The Right Solution and Partner

## Synergy Clients Speak Out



## The Solution

### Microsoft Dynamics SL

**“Dynamics SL is intuitive.** If you know how to use Microsoft (which everyone does), using Dynamics SL is not much different. The menus are well thought out and easy to follow. Ad hoc reporting is easy by using Dynamics SL’s Quick Query module.” – Dan Jones, Finance Director, Esys Automation, MTO manufacturing

**“Microsoft Dynamics SL gives us more data, better data, and more timely data.** Our managers are able to make better, faster decisions each day, [and] more intelligent long-range planning decisions.” – Brian Allen, Chief Executive Officer, ATS Automation, MTO manufacturing

**“I can respond quickly to even their most challenging financial questions; when they [the principals] request data, I can easily pull that information from Dynamics SL.”**  
– Marcy McCoy, Controller, MacKay & Sposito, engineering, surveying, construction management

**“With Dynamics SL, we now produce status reports in days rather than weeks, invoices within a week rather than up to four weeks, and have cut the average payment of bills by three weeks.”** – Kevin Sullivan, former Vice President / Controller, Kurion, engineering and environmental services

## The Partner

### Client Support

**“Synergy has been outstanding... They are knowledgeable and timely. By far the best software company I have worked with in my 25 years.”** – Dan Jones, Finance Director, Esys Automation, MTO manufacturing

**“In all my years, I’ve never seen such quality customer service and support as I’ve seen with Synergy... They understand. They walk the talk.”** – Christine Finkbeiner, Senior Accountant, Computerized Facility Integration, software and IT services

**“It is a pleasure doing business with a firm that cares!”**  
– Wendy Randolph, Controller, CHR Solutions, technology and business operations services

**“Synergy’s customer support is top notch. I’m always comfortable calling, even if I suspect it might be an obvious answer.”** – Kevin Sullivan, VP / Controller, Kurion, engineering and environmental services

**“Since our ‘go live,’ Synergy support is always there, remotely or onsite, to guide us and resolve matters.”** – Misha Goloborodko, Assistant Controller, NuScale Power, safe and economical nuclear modules

# The Solution

## Project Accounting

**“Project accounting in Dynamics SL is straight forward and easy to understand. Every employee at Esys can easily see how each project is doing compared to budget and drill down to the expense level detail. This is a powerful tool that helps us monitor project profitability.”** – Dan Jones, Finance Director, Esys Automation, engineer-to-order manufacturing

**“Synergy helped us streamline our accounting when our company could not afford to hire more staff. When we doubled our number of projects and only increased staff by one, no one felt under the gun. The new software integration Synergy implemented has transformed our morale and confidence.”** – Kevin Sullivan, Vice President / Controller, Kurion, engineering and environmental services

**“Synergy configured a system that met the requirements of both our small and large projects and vastly improved our project management and ability to keep projects on budget.”** – Daniel Thompson, Chief Operating Officer, The Production Network, event/production management

**“The solution Synergy implemented makes us more effective and efficient. I get my reports in half the time with half the staff!”** – Alton Cherry, President / CEO, Hydro Resources, groundwater development

**“The project management capabilities are phenomenal. There is the real ability to drill into the budgets, change orders, the estimates of completion, and to understand everything that is happening within a project.”** – Carolyn Blaylock\*, VP Systems and Processes, Lee Technologies Group, \*SL user, not a Synergy client

**“In the past, if a key person in accounting was out sick, a customer request would have to wait until the next day for a response. Now everything a customer might want to know about his or her project is right there at every employee’s fingertips. Our project managers don’t have to guess or make excuses. This leads to higher customer satisfaction.”** – Juli Valliant, Financial Manager, ATS Automation, manufacturing automation

**“Synergy helped us zero in on a comprehensive solution, Microsoft Dynamics SL, which tied together financial and project accounting and materials management. The solution has helped us increase productivity, efficiency, and our output every single day.”** – Ryan Penrose, IT Manager, SAFE Boats International, MTO boat manufacturer

# The Partner

## Client Support

**“I was in a panic when our payroll clerk and her backup were out sick. One call to Synergy alleviated my fears. A Synergy consultant dropped everything to come onsite and prevent a crisis. Thanks Synergy, for being there for me!”**  
– Leonard York, IT Manager, Port of Vancouver USA

**“Synergy has been my rock for support!”**  
Judy Deines, General Manager, YMC Mechanical

**“One of my favorite things about Synergy is that someone there always has the answer. Keep up the good work!”**  
– Jerry Balch, IT Manager, MacKay and Sposito, engineering, surveying, construction management

**“What I like about Synergy are the people. They’re friendly, they know what they’re doing, they care about our company, and they’re fast.”** – George Copeland, IT Director, Oregon Cherry Growers, food production and processing

**“We would not be as successful as we are today without Dynamics SL and Synergy. The support that the Synergy staff provides to GP&A is indispensable. Service is very quick and they are very responsive.”** – Robin Smyth, Owner, Gillespie, Prudhon & Associates, telecom engineering

**“Your consultants are great! I haven’t seen a company with such efficient and attentive client service. Thank you sincerely!”** – Inal Tshovrebov, IT Manager,

## Implementations

**“Choosing the right implementation partner was just as critical as a new ERP system. Synergy made the process virtually painless and quicker than expected. They configured a system that met the requirements of both our small and large projects and vastly improved our project management and ability to keep projects on budget.”** – Daniel Thompson, Chief Operating Officer, The Production Network

**“I’ve been through several implementations and it’s unusual to make ‘go live’ dates. Synergy made the difference solving any challenges that arose and getting us live, both on time and within budget of the original scope.”**  
– Michele Gargaro, Controller, TDA Research

**“Today, we can extract the meaningful information we need to make informed business decisions. Synergy spent the time to understand what information we need and how we use that information to manage our business and then configured Microsoft Dynamics SL to fit those exact needs.”** – Marcy McCoy, Controller, MacKay and Sposito, engineering, surveying

# The Solution

## Project Accounting (continued)

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## Government Contracting

“Synergy helped us thoroughly compare systems. Through deep-dive demonstrations and the prove-before-you-buy Prototype, they showed that Dynamics SL was the right choice for us **to meet our specific business requirements, from government compliance to internal reporting.**”

– Michele Gargaro, Controller, TDA Research, government contractor

“Dynamics SL **easily solved all our pain points with government compliance...** the Indirect Rate Calculator, it’s a matter of going through with your support team, getting it configured the proper way, and then it’s done. You run it and it’s taken care of.” – Julie Adelman, Controller, NuScale Power, government contractor

“**Without Dynamics SL and our partnership with Synergy, we would be struggling with government compliance.** Synergy’s knowledge and skillset and SL’s capability helped us pass our Accounting System Review. They also enable us to do accurate timekeeping, create custom allocation methods, track indirect rates, produce annual ICE reports, do government invoicing, and be ready for audits. In short, they make it so much easier.” – Kevin Sullivan, Vice President / Controller, Kurion, government contractor

“Our situation with Unallowable Expenses was also pretty easily solved. We use a parallel set of departments so... I have two department numbers, one for allowable expenses and one for unallowable expenses. The GL is whole, but **it’s very easy to report those unallowables and to prove that we’re not including them** in the calculations that they shouldn’t be included in.” – Julie Adelman, Controller, NuScale Power, government contractor

“With Microsoft Dynamics, we were **able to increase our productivity, increase our efficiency, and our output every single day.**” Scott Peterson, President, SafeBoats International, government contractor and manufacturer

# The Partner

## Implementations (continued)

“The real challenge is finding a partner that is knowledgeable and can deliver the things we need delivered **and Synergy did do that for us.**”  
– Mike Hansen, IT Director, Productions Plus

“Synergy really took time to understand our business & create **a well-tested implementation plan** that met our near and long-term needs.” – Misha Goloborodko, Assist. Controller, NuScale Power

“Synergy is definitely **at the top of their game when it comes to Dynamics SL.** Their consultants are extremely knowledgeable, a great resource, and delightful to work with. I look forward to having a long relationship with Synergy.”  
– Kathy Oberg, CFO, Port of Longview, WA, Washington port

“Synergy empowers us. They took time to understand our challenges and **used their expertise to help us optimize our processes and workflow.**” – Kevin Sullivan, former VP, Kurion

“When I saw Synergy demonstrate... Project Controller & Business Portal, I knew **we found the right solution and the right partner.**” – J. Brown, Director of IT, Port of Longview, WA

## Upgrades

“Synergy is incredible. They **treated us as if we were their number-one client** and helped me perform a “triage” on a deficient installation that both of us inherited.”  
– Richard Frankhauser, Former Controller, Pulver Dryer

...we recently engaged Synergy to perform an upgrade of our Dynamics SL implementation... **The [upgrade] was performed smoothly, on schedule and with a minimum of service disruption...** This... experience with Synergy is in stark contrast to a previous upgrade... which was very disruptive to our business... Synergy has been a responsive, competent and professional partner for us.”

– Chris Kobran, IT Director, HealthTrio, LLC, software for healthcare industry



# The Solution

## Financial Management

“What I love about Dynamics SL is what it’s done for our company. Since we went live six years ago, we have tripled our revenue and have not added admin or overhead staff. We eliminated about 90 percent of our Excel spreadsheets and all of our non-integrated third party software. That has allowed us to be a lot more efficient... **Everyone on my staff is doing more in less time.**” – Juli Valliant, Financial Manager, ATS Automation, manufacturing automation

“We now produce status reports in days rather than weeks, invoices **within a week rather than up to four weeks**, and have cut the average payment of bills by three weeks.” – Kevin Sullivan, former Vice President/Controller, Kurion, engineering and environmental services

“Dynamics SL allows the accounting department to manage the pieces of the business they’re responsible for, including open receivables and payables, and **allows our executive team to better understand... the business overall.**” – Carolyn Blaylock\*, VP Systems and Processes, Lee Technologies Group, \*SL user, not Synergy client

# The Solution

## Reporting/Decision Making

“I get my reports **in half the time with half the staff!**”  
– Alton Cherry, President / CEO, Hydro Resources

“Microsoft Dynamics **SL gives us more data, better data, and more timely data.** Our managers are able to make better, faster decisions each day, as well as more intelligent long-range planning decisions.” – Brian Allen, Chief Executive Officer, ATS Automation, manufacturing automation

“Microsoft Dynamics SL makes my job easier by **giving me the information I need to make the right decisions for my company.** I have no concerns about where we are moving in the future and feel very confident about the information that I’m using to make the decisions to build my business.”  
– Paul Peck, President, Avidex, audio/video services

“**I can respond quickly to even their most challenging financial questions;** when they [the principals] request data, I can easily pull that information from Dynamics SL.”  
– Marcy McCoy, Controller, MacKay and Sposito, engineering, surveying, construction management

Synergy Business Solutions | Portland | Seattle | Boise | Central Ohio | 206.859.6508

Visit our website to watch [Videos of Synergy Clients](#)

