

Chamber Avoids Costly Upgrade, Streamlines Operations with Acumatica



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*- Stephanie Guanlao, Supervisor, Finance,
Las Vegas Metro Chamber of Commerce*

OVERVIEW

The Las Vegas Metro Chamber of Commerce is one of the largest chambers of commerce in the U.S. with 3,500 members. Tired of tedious accounting upgrades that ate up precious time and often provided little benefit, the Chamber switched to Acumatica, allowing them to avoid hardware replacement and its associated cost, gain reliable access and streamline several processes.

SITUATION

The Las Vegas Metro Chamber of Commerce is one of the largest chambers of commerce in the U.S., operating three subsidiaries and managing some 3,500 members. In addition to the main membership entity, the Chamber sells insurance to its members under Insurance Benefits LLC, operates a non-profit Chamber Foundation as a 501 (c) (6), and runs a Business PAC to contribute to politicians that support the business community on behalf of its members.

The Chamber used Sage for its accounting for more than two decades, upgrading as new versions were announced. But the manual upgrades for three entities took several days and often provided little in the way of new features. “We started with Mas90 and then upgraded to Sage100, but we really didn’t see any sort of leap,” said Stephanie Guanlao, the Chamber’s Supervisor, Finance. “There really wasn’t anything different, so we were paying for them to keep us up-to-date but didn’t see any value to it.”

Constant upgrade headaches

The Chamber ran Sage on an old server that mysteriously went down at odd times, rendering the accounting team idle for several days every few months. “When our servers went down, we couldn’t work on Sage,” Guanlao said. “It became an issue when the server started going down every few months for a few days for no reason. Then it would be spotty and you never knew when it might go back down again; it was random.”

When Sage announced yet another upgrade, one that required the Chamber to invest in a new server, Guanlao and other executives questioned whether that would be a smart move. That’s when the Chamber’s longtime technology partner Acuity suggested they look for a new ERP and accounting system, one that would operate in the cloud.

COMPANY

- **Location:** Las Vegas, NV
- **Industry:** Association/
Membership Group

KEY RESULTS

- Recouped several days of downtime each month
- Avoided costly server upgrade
- Increased reliability
- Streamlined intercompany journal entries
- Gained access from anywhere at anytime

SOLUTION

Cloud-based system saves time, speeds efficiency

“Brian Rice at Acuity said we should try Acumatica, which is a cloud-based system,” Guanlao said. “We have been with Acuity so long that we trust they know what’s best for us.” Using a cloud-based system, Rice explained, would allow the Chamber to avoid the server upgrade and have all systems available from off-site in case something happened at the Chamber office.

The Chamber took Acuity’s advice, and didn’t evaluate other systems, Guanlao said. “They understand the data we maintain and our processes.”

In two weeks last August, the Chamber worked with Acuity to prep for the migration, which included extracting the data from three entities and testing it on the Acumatica platform before going live. “The implementation was smooth,” Guanlao said.

BENEFITS

Inter-company posting saves hours

Immediately, Guanlao recoupled three to four hours a week using Acumatica’s inter-company accounts posting. “It allows us to post in one account and then in the same entry, automatically does the corresponding entry into another company,” Guanlao said. “It’s not a manual process and it’s a much cleaner transaction.”

Posting intercompany transfers for three different accounts ate up three to four hours of her time a week, she said.

The cloud-based system gives her peace of mind that her team of three won’t have to stop working if there are internal technology issues because they can access their data through a browser and it’s automatically backed up.

Guanlao is looking forward to giving the Chamber’s executive team the capability to approve invoices electronically and not worrying about any increased cost because Acumatica offers an unlimited user-pricing model.

“Currently, invoice approval is a paperbased manual process,” she said. “We print an invoice, give it to a manager and it typically takes a few days to get an approval back. With Acumatica, the manager can get a notification that an invoice is ready for approval and then they can approve it, making the workflow faster.”

Streamlined operations

Guanlao was impressed with Rice, Acuity’s team, and Acumatica. “Brian was very responsive, professional and very seasoned,” she said. “He offered five days of training which was super helpful. He not only knows about the behind-the-scenes technology problems, which he explained in plain English, but he’s also well-versed in accounting, the data we maintain, and the kind of companies we run, which helped us find the best solution for our needs.”

Acumatica, she added, has streamlined the Las Vegas Chamber’s operations and saved it money. “There are a lot of modules in Acumatica that make getting things done more efficient; saving you time and helping you get everything done easier and quicker.”