

CASE STUDY

Fred IT Group uses mConnect to integrate DynamicsGP and Connectwise for stronger reporting



Fred IT Group is Australia's largest provider of IT solutions to pharmaceutical companies. The group's market leading products and services, including Fred Dispense, Fred POS, and Fred Office, are used by more than 3,000 pharmacies. Established in 1992, Fred IT Group has grown to a team of over 200 talented and dedicated people with extensive in-house pharmacy expertise who design and develop technology solutions for both the pharmacy and health industries.

Fred IT Group was using Microsoft Dynamics Great Plains (GP) as their accounting software and ConnectWise Manage as their CRM. While these were both strong and suitable solutions individually, Fred IT Group recognized that working out of both systems would not be manageable in order to meet the needs of their growing business. They worked with Massey Consulting, now Dean Dorton, to implement mConnect, a custom-built integration tool for ConnectWise Manage and ERP systems such as Microsoft Dynamics GP.

The Challenge

Fred IT Group needed to update their software solutions as they outgrew their old ones. Among the necessary qualifications for these new solutions, they had to integrate their Professional Services Automation solution with their back-office accounting solution—Microsoft Dynamics GP.

"As that system got a bit tired and old, we needed to make a decision about what to do with it. We looked at different options and chose ConnectWise," said Tony Johnston, CFO at Fred IT Group. "We'd had some integrations between the old system and Great Plains, but we knew we wanted to have ConnectWise fully integrated and that's why we chose mConnect."

Fred IT Group realized that re-keying entries between the two systems would cause delays, inaccuracies, and inefficiencies.

The Solution

Fred IT Group liked ConnectWise PSA, so the business set about finding a product that would eliminate the need to import and export financial data from multiple systems. They found Dean Dorton's custom-built tool, mConnect, and were able to integrate both ConnectWise and Microsoft Dynamics GP.



It wasn't feasible to think about moving forward without this integration. I didn't even want to contemplate that. I guess we'd have had to resort to writing something ourselves, but doing it as quickly or thoroughly would have been questionable.

Tony Johnston,
CFO at Fred IT Group



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Results with mConnect

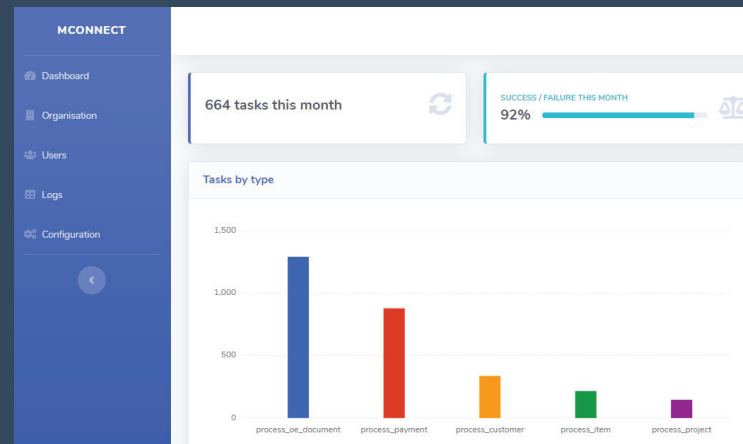
Despite being on opposite sides of the globe, Dean Dorton succeeded in meeting Fred IT Group's urgent timeline in deploying mConnect to integrate ConnectWise and Microsoft Dynamics in time for a massive 3,000 customer and 12,000 item quarterly invoicing process with maximum efficiency and accuracy.

Additionally, the finance team at Fred IT Group is able to focus on business growth instead of manual re-keying among multiple systems. They now have one single source of truth, saving staff members time and resources and boosting productivity.



Why Dean Dorton?

Dean Dorton is a full-service accounting and consulting firm with a dedicated team who specializes in accounting software implementations and integrations. Our team is comprised of technology consultants that have experience as accountants, controllers, and information systems experts. We strive to provide our clients the most efficient, integrated software solutions that will allow them to focus more on their business and less on their software. We have been named a Microsoft Gold Partner and Sage Intacct's Premier Partner since 2013.



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