



Microsoft Dynamics Customer Solution Case Study



Customer: PRO Sports Club
Web Site: <http://www.proclub.com/>
Customer Size: 100-5,000
Country or Region: United States
Industry: Healthcare
Partner: The Resource Group

Customer Profile

PRO Sports Club, based in Washington with branches in Seattle, Redmond and Bellevue, is recognized nationwide as one of the country's leading fitness centers.

Software and Services

- Products
 - Microsoft Dynamics GP
 - Microsoft Office 2007
 - Microsoft Office SharePoint Server 2007
 - Microsoft SQL Server 2005

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Health club improves productivity and processes with enhanced business applications

“We look forward to every new Microsoft product upgrade, as they never fail to improve our IT environment.”

Debbie Becker, Director of Accounting, PRO Sports Club

PRO Sports Club is one of the nation's top fitness centers. The company contacted The Resource Group in 2003 to help create a more efficient business application environment. PRO Sports Club streamlined its information system and improved its reporting functions with Microsoft Dynamics GP and Microsoft Office SharePoint Server through Business Portal with SQL Server, and it was so pleased with the results that it adopted even more Microsoft solutions.

Business Needs

With locations in Seattle, Redmond, and Bellevue, Washington, PRO Sports Club offers the finest fitness equipment and classes, but also medical centers, salon and spas, healthy lifestyle programs and seminars. With such a wide variety of health and wellness services available for club members, the company logically stocked a broad range of complementary products available for purchase. Trends come and go quickly in the health and fitness industry, so products, services and supplies change frequently. PRO Sports Club first contacted The Resource Group in 2003 because it needed a comprehensive inventory-tracking system to manage internal supplies. As the

discovery process unfolded, The Resource Group helped PRO Sports Club to identify problem areas related to the many disconnected business systems, including finance and human resources. The two companies held several meetings together to create a comprehensive list of needs and requirements.

Solution

Microsoft Gold Certified Partner The Resource Group used its established implementation methodology to assist the club with best practices so that the organization could integrate its systems, keep better track of supplies and provide greater access to information.

Using SharePoint and Business Portal in Microsoft Dynamics GP 8.0, PRO Sports Club deployed a Web-based information portal that integrates with Microsoft Dynamics GP to ensure that more employees could access and share business information. Companies that deploy Business Portal have the ability to offer employees a single point of entry for self-serve access to the valuable information housed in Microsoft Dynamics GP, including sales and inventory data. The club used the new system in tandem with Microsoft SQL Server 2005 to provide its users with flexible reporting features and functionality.

Since the initial deployment and integration of these Microsoft solutions, The Resource Group and PRO Sports Club have maintained a close relationship. PRO Sports Club has increased its employee base by 200 since 2006. With this level of growth, it needs to ensure that it maintains scalable and effective processes. With the assistance of The Resource Group, it is on a consistent IT upgrade schedule, integrating the latest Microsoft solutions into its IT environment. PRO Sports Club currently uses Dynamics GP 10.0, Microsoft Office SharePoint Server 2007 and Microsoft Office 2007. It also is deploying Microsoft SQL Server 2005, which integrates into the business portal.

Benefits

The original solutions deployed by The Resource Group gave PRO Sports Club increased controls, improved accuracy, smoother integration, enhanced reporting, and access to business information. Prior to deployment, everything was on disparate applications. The deployment of Microsoft solutions streamlined processes and allowed for much greater efficiencies within the accounting staff. Because of its various service offerings and the numerous

administrative needs of its employees, PRO Sports Club maintains a number of different systems throughout the company. The new solutions brought these systems together, creating streamlined information that could be analyzed and reported more efficiently. The greatest impact of this new methodology was felt by internal customers; the management and accounting teams now could address their needs with greater speed, accuracy and efficiency. These solutions have provided the necessary scalability to maintain consistent internal practices during a period of enormous employee growth. By integrating the most current versions of their core solutions throughout the company's IT environment, PRO Sports Club has been able to maintain its consistently high level of service in a number of ways:

- Increased control over disparate systems allowed PRO Sports Club to create more effective processes.
- Smooth integration of systems created streamlined information that allowed for stronger analysis and enhanced reporting.
- The accounting and management teams could offer employees improved responsiveness in addressing administrative needs.
- Consistent internal practices were established, reflecting a higher level of speed, accuracy, and efficiency.
- Significant growth in employee numbers has not affected internal processes, since the established systems are able to scale to changing needs.