

MODERNIZING AN ARCHAIC SYSTEM INTO A **STREAMLINED** BUSINESS CENTRAL ENVIRONMENT

THE PARTNERSHIP

Family Resources is a nonprofit that prevents and treats child abuse and trauma by strengthening families. Already partnered with Opal Business Solutions on Microsoft Dynamics GP, Finance Director Rachel Blumenreich (joined April 2023) worked with Opal's Business Central experts to evaluate next steps and modernize the organization's ERP. With Opal's guidance, Family Resources trusted the team to lead its transition from the "archaic" GP system to Dynamics 365 Business Central.

THE CHALLENGE

Years on Dynamics GP left Family Resources without the speed or visibility the finance team needed to operate confidently. Month-end close routinely stretched 3–4 weeks because most activity was entered at the end of the month, delaying insight until everything was caught up.

"The level of support... being able to have access to somebody that could answer the questions was invaluable."

- Rachel Blumenreich,
Finance Director



THE SOLUTION + SUPPORT

Opal led Family Resources' transition from Dynamics GP to Dynamics 365 Business Central and implemented Continia to modernize accounts payable with structured invoice routing, mobile approvals, and payment batching. As Rachel shared, "We went from a three to four week close to a 10 business day close switching to Business Central," and called Continia "a game changer—100% game changer."

Rachel also highlighted Opal's support through go-live and the Continia implementation: "The level of support, the communication... was invaluable." She praised Opal consultant Carly—"Carly... was awesome"—adding, "She needs a raise." With Opal's continued partnership, Family Resources runs a faster close and a more controlled AP workflow in Business Central.