MODERNIZING FINANCE WITH BUSINESS CENTRAL

THE PARTNERSHIP

SalusCare provides mental health and substance abuse healthcare services through both outpatient and inpatient programs, with roughly 350 employees. As Director of Accounting, Cindi Ross helped lead the organization's move from Dynamics GP to Business Central after evaluating several systems. In the end, Opal Business Solutions stood out not just on price, but on support and ease of conversion. Cindi said she was looking for a solution that delivered what the organization needed *"without a lot of pain, without a lot of cost,"* and felt confident moving forward with Opal.

THE CHALLENGE

After years on Dynamics GP, the organization needed a more sustainable path forward. The system had not been kept current, and leadership wanted to avoid being caught up in a more urgent transition later. At the same time, the team needed a solution that wouldn't create unnecessary work during conversion or disrupt day-to-day accounting more than necessary.

— When asked what Opal did especially well after go-live, Cindi highlighted:

"Their responsiveness and their ability to make it happen."

THE SOLUTION + SUPPORT

Opal managed the transition from Dynamics GP to Dynamics 365 Business Central in a way Cindi described as *"easy breezy."* With direct access to GP, the team at Opal handled much of the heavy lifting and minimized manual work for her staff.

Cindi also praised Opal's support during go-live and beyond, especially when the team needed help with a highly customized purchasing approval structure. She called Kim *"a champion"* and said the team was *"really, really good"* about staying responsive and making things happen when urgent issues came up.

By partnering with Opal, SalusCare made a practical move to Business Central backed by responsive support, a manageable conversion, and meaningful operational gains.