solver

Morgan Services streamlines xFP&A budgeting and beyond with Solver Suite

Chicago-based **Morgan Services** specializes in renting textiles to hospitality and healthcare clients across the country. Founded in 1887, the family-owned company offers an expansive array of products that includes everything from napkins and tablecloths to lab coats and scrubs.

morgan
SINCE 1887
LINENS | LAUNDRY | LOGISTICS

INDUSTRY
Hospitality / Healthcare

ERP
Microsoft Dynamics Great Plains

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> **–Brian Berg**, Chief Information Officer

THE CHALLENGE

To build and share budgets, Morgan Services relied on a number of manually created Excel files that the company's eight general managers would circulate to the president and controller. This process not only took a great deal of time, but also occasionally resulted in errors when users inadvertently altered spreadsheet formulas or cells. The team sought a more functional tool that would streamline budgeting, while offering a greater level of detail for stakeholders looking to drill down on figures.

THE SOLUTION

Seamlessly integrating with Microsoft Dynamics Great Plains, the company's current ERP, Solver proved to be an especially attractive solution for Morgan Services' budgeting needs. The Solver Suite of xFP&A (Extended Financial Planning & Analysis) tools automated and simplified the budgeting process, saving months of work. Solver's bonus forecasting and reporting capabilities have also proved valuable, giving the team easy and detailed access to critical data, allowing them to make adjustments in real-time.

How did Solver perform against expectations?
For Morgan Services, Solver offered the powerful budget solution the team initially sought–and then some. "Solver's been great," said Brian Berg, Morgan Services' Chief Information Officer. "I went to the Solver Academy to dive into what Solver can do, and that's when it opened up my perspective of Solver. I said, 'Wait a minute, this is not just a budget tool; This is a whole financial reporting suite. When we looked at it that way, the Suite really presented an opportunity for a lot more than just the budget tool that we were originally looking to get."

In what ways did Solver improve critical business processes?
Solver streamlined the budgeting process, simplifying the way the team performs this crucial task and creating what Berg calls a "one-stop shop" for entering figures, reviewing them, and automating communication between executives. "That alone started to create that one source of truth for us." Solver has also enhanced the team's reporting process, empowering users to examine their numbers in greater detail and better understand their data.

What are some of the key benefits from implementing Solver?
Solver's customization features improved Morgan Services' forecasting abilities: a critical component of the company's budgeting process. In the past, the team "had a hard time forecasting seasonality," said Berg, noting that hospitality business tends to pick up in the summer and slow in the winter. With Solver's customizable budgeting and forecasting tools, users can better predict expenses based on historical data while making real-time adjustments as needed.

THE RESULTS

What has the return on investment been so far?
With budgeting, Berg said Morgan Services went from a process that used to take 5 or 6 months to complete down to one that takes only a few weeks. "The ability to find the figures—the idea that you can drill down, find out where the costs are coming from, who's charging them, and where they're charging them—is providing us a great opportunity for our ROI."

How was the experience with implementation, training, and support?
Berg says Solver was easy to navigate and set up, praising the solution's "efficient data loads." Solver's support team also eliminated the need for Morgan Services to seek help from third-party consultants. "It streamlined that support for us because now we're getting answers directly to our questions," Berg explained, adding that response times are very fast. "Most of the cases I've opened have been responded to within a couple of hours, which is pretty unheard of."

How does Solver play into Morgan Services' future xFP&A plans?
Morgan Services intends to continue exploring Solver's reporting features. The company is looking into APIs and Solver's cloud integrations, specifically with Microsoft Power BI, to create visual graphs to enhance financial reporting.

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