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## NetCom Tailors IT Solution for Enterprise Cape Breton Corporation (ECBC)

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Enterprise Cape Breton Corporation (ECBC) is a Canadian Federal Crown organization which advocates and integrates economic development throughout Cape Breton Island and nearing areas within the eastern Nova Scotia region of Mulgrave.

Founded in 1987, ECBC was created to provide economic development resources. Focus was set to the economically despondent region which was undergoing adjustment from a resource-based economy centered on the coal and steel industries.

### **Business Needs:**

ECBC implements Microsoft Dynamics SL as its primary financial platform. Dynamics SL is a business management solution specialized to help organizations obtain reports and business analysis, while increasing efficiency, accuracy, and customer satisfaction.

Microsoft Dynamics is an extremely crucial tool for the organization. ECBC wanted its staff to stay current and updated with advancing SL technologies, in turn allowing the utilization of the latest patches in order to capitalize on improved functionality; providing an increase in business productivity.

ECBC has a dedicated team of 5 users who apply Microsoft Dynamics SL to efficiently manage the disbursement of large sums of project dollars to local clients.

ECBC wanted to transition to SL 7.0, yet the IT team was hesitant:

- The in-house expertise was limited to what was learned by trial and error.
- The cost of not properly implementing the new technology was high.

To do it right the first time, they chose NetCom as their preferred training provider.

*"It was a pain staking effort to update from version to version each time learning a little bit more. I thought I had a handle on it but wanted to make sure I was doing things properly so I searched the internet for training facilities and after reading about [NetCom] decided this was the place for me," said Kevin Kelly, IT systems administrator for ECBC.*

### **Solution:**

NetCom's unique solution was tailored to the specific needs of ECBC's IT staff. NetCom used a mentoring approach and provided one-on-one instruction in order to fill the knowledge gaps.

Kevin Kelly, commented about NetCom's unique mentoring approach:



*"I could monopolize [the instructors] time to make sure I understood the answer that may not have been possible with multiple students in the class each with their own questions they would like answered."*

Some highlights of NetCom's unique solution were:

- Very few Learning Solutions partners offer this training
- NetCom conducted an assessment of the needs and client background to assess the best solution
- NetCom's in-house subject matter experts provided a customized solution to meet ECBC's needs
- NetCom used a mentoring approach and provided one-on-one instruction to fill the knowledge gaps
- NetCom offered a customer focused approach and its dedicated travel staff helped arrange travel for the IT staff traveling to NetCom's New York City location
- In a very cost and time effective manner, ECBC IT staff was able to gain the skills they needed

**Training Courses Taken:**

8831: Installation and Configuration in Microsoft Dynamics SL 7.0

**Packages Purchased:**

Microsoft Dynamics SL 7.0 - Installation & Configuration

**Benefits:**

Once the initial round of training proved successful, other IT staff members were scheduled for training. The IT Director was pleased with the success of the training and the return on training investment. The finance department users, including finance manager were more confident of the IT staffs capabilities as they could now explain to her the intricate details of how the software worked.

The resulting deployment of Microsoft Software for Dynamics SL was hugely successful as a result of this training, and the IT staff is more confident and efficient than ever before.

Some highlights were:

- Team Directors were extremely pleased with the deployment



- Increased productivity of the end-users with a better, stronger tool
- Increased confidence of Finance department in IT department
- Better team relationship between Finance and IT departments,
- The IT department is now becoming a strategic asset to ECBC

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