

RSM! McGladrey

Accounting | Tax | Business Consulting

Large Private Equity Group leverages Microsoft Dynamics and SharePoint suite to improve processes and lower operating costs

Independence Capital Partners (ICP) is a group of leading private equity funds. Founded in 1997 and headquartered in Philadelphia, ICP includes eight member funds with 50+ portfolios each. Under the ICP umbrella, member funds conduct their investment activities independently but share investment expertise and common infrastructure.

"Our environment is extremely diverse with many unique business requirements. Utilizing Microsoft Dynamics and SharePoint allows us to collaborate across business units in a more seamless fashion while integrating with the Microsoft Office Suite. There is one platform to manage and the interoperability does not compare to any other systems in the market. In RSM McGladrey we have found a relationship with a single Microsoft partner that understands our business model and is capable of implementing a complete solution."

— Vincent Bocelli
Director of Information Technology
Independence Capital Partners

Background

RSM McGladrey was engaged as their Microsoft Dynamics Partner to support a two user system Microsoft Dynamics™ GP and thirty-five user system of Microsoft Dynamics™ CRM.

Project

RSM McGladrey recommended a multi-tenancy (multiple copies operating independent of the others) version of Microsoft Dynamics™ CRM

and SharePoint Server integrated with Dynamics CRM.

Multiple organizations were created in Dynamics CRM to administer the collection process for capital calls, track potential investments and their activities, and manage potential investors when new funds open.

Other departments are using Dynamics CRM for supervising the new hire procedures, help desk ticketing, and contact management. And in the mail room, it is used with bar coding to track when a package is received, who handles the package, who accepts responsibility, and finally sends an email confirmation to the mail recipient.

SharePoint was created to improve the overall "Deal Flow" within the organization and provide a set of content libraries. The system permits external organizations to upload required ICP content and information from an extranet website which invokes workflows and assigns task to users within Information Technology, Human Resources, and Investor Relations departments.

In the ERP system, ICP is using the General Ledger, Bank Reconciliation and Accounts Payable modules with Integration Manager to import certain investor distribution payments transactions. They also implemented the Professional Services Tools Suite of products, Mekorma's MICR Check software for printing checks on blank check stock, and MC2's Advanced Intercompany Transaction program.

Outcomes

- Consolidate local data sources (Excel spreadsheets and Outlook contacts) to

create a centralized system to house and share data across departments and member funds

- Implement multi-tenancy version of Microsoft Dynamics™ CRM so different operations can function independent of the other
- Discontinue use of outside reporting service which yields savings of \$3000 per fund per quarter and a one year Return On Investment (ROI)
- Create functions within Dynamics CRM to manage help desk ticketing for 300+ employees, due diligence on member funds providing capital to middle market growth companies, and capital calls
- Eliminate preprinted check stock on over 100 accounts with integration to Mekorma MICR check program