

Jet Reports®



CASE STUDY: Goodwill Industries of North Georgia

“I love Jet Reports. I really do! I have the confidence even our complex reports are consistent and accurate.” Richard Combs, Vice President of Finance, Goodwill Industries of North Georgia.

Routine

Another routine meeting. The managers know what to expect, so do the executives and the board of directors. Some cost centers meet their budgets some exceed and some don't. But, where's the spark? Where's the excitement to build the best organization possible?

The managers knew they were helping people build opportunities for themselves. They provided a means for people with disabilities to build skills. They provided crucial revenue streams to make the business possible.

“I know we can do better. If only the cost center managers had the information they needed,” Richard says with high hopes.

Goodwill Industries

Goodwill Industries of North Georgia is an affiliate of Goodwill Industries International. Goodwill Industries of North Georgia manages ten Goodwill stores plus 60 other cost centers. Goodwill provides people with disabilities and other workplace barriers with job training and places them in jobs.

Richard and his group supply the financial information for all the Goodwill Industries of North Georgia cost centers. The finance group also generates executive reports on a monthly basis to manage the operations in aggregate.

“We need to supply the managers with the information daily, not weekly.”



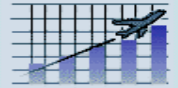
Live or die by reports

“The store managers live and die by tracking the goods that move through their stores,” explained Richard. Managers track quantity sold of particular items over time. They track the effect price has on sales to set inventory levels and manage pricing. Ultimately, they are responsible to determine well thought-out budgets and then execute against those budgets.

Managers received the information they needed once a week. Once a week is not enough.

Executives measure the managers' success through monthly reports. The finance groups generated the reports by hand. It took lots of time and was error prone, which caused Richard to worry about the accuracy of the reports.

Jet Reports[®]



We need daily reports—can't get 'em

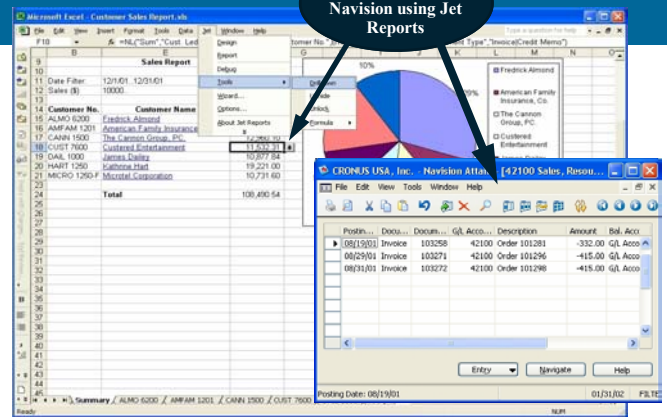
Richard's concerns crept out, "We couldn't supply the information the managers needed to adjust their operations on a daily basis. So, we supplied the reports weekly. I felt daily reports might be inaccurate."

"We used Excel and Navision, then created the reports for the stores," Richard explained. "We had lots of busywork to do—lots of data to manipulate. It would take two to three hours to create the reports. Then, add the time to double-check, by hand, Excel against Navision for accuracy. All this meant we generated the cost center reports weekly." It also meant Richard lacked confidence in the accuracy of the weekly and monthly reports.

Wouldn't it be great...

to produce one report automatically, accurately, and daily? Then build the monthly reports with the same accuracy. The cost center managers could build more business expertise on a solid foundation of accurate, daily reporting.

"We want our store managers to be able to set pricing and stock levels based on trends and comparisons with other stores' sales. We wanted that task done daily," Richard pointed out. The daily information would give managers a fighting chance to set aggressive budgets. "We need them to meet their monthly budgets and excel at it," Richard said, stressing the point. Richard wanted them to build expertise in business trends. How else does each store reach its potential to provide resources for the people it serves?



Real-time Excel and Navision integration.

No worries—it's daily, it's accurate

"With Jet all I have to do is change the dates. The reports run automatically on Navision. Now, I produce a single report daily, Monday through Friday. Then, I send it to the store managers, it's one report. It's great. They all get to see each other's information for comparison."

"Not only do I have the summary, but all the cost centers are in one report! I show the top ten cost centers that meet their budget and the bottom ten that miss budgets," says Richard. "I use the information to show them how well they are managing the agency's resources."

"There is so much useful information available in Navision. The Jet report presents new uses for the information, for example, trend analysis." Richard has the information to expose trend analysis and other tools to the cost center managers.

With a knowing chuckle, Richard pointed out, "We push more information to the management team than ever before." Which means Richard now expects more from the cost center managers.

Jet Reports paved the way for Richard to infuse the cost center managers with new business skills.

"I no longer worry whether I entered the data correctly. I know it's accurate."

Contact your Navision Solution Center today, schedule a demonstration and infuse your team with new business skills!

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