

Small Business Builds for the Future with Dynamics 365 Business Central



About Harris Renovations

Harris Renovations is a small business dedicated to residential interior remodeling. The owners, Casey and Wendy Harris, are passionate about quality and customer service. Their devotion to the client – holding their hand through every important decision in the process – and their insistence on perfection in the final product have garnered them a reputation second to none.

However, they too needed a helping hand. Although Casey had a tight grip on his hammer, in the words of Wendy, “we had no handle on our finances at all.” Not to worry, though; they were about to meet their match: A quality accounting solution implemented by a company with stellar customer service.

The Challenge

In the first 3 years of operation, Harris Renovations made its mark with one successful project after another; but financially, they were flying blind. Their bank balance was the only metric that told them anything about their business health. New projects grew in size, scope, and cost. Before they knew it, they were booked up for a year.

It was at that moment that Casey and Wendy realized that the future of their business depended on obtaining an accurate financial picture. The search was on for a solution that would get their mountain of papers and receipts under control that would be affordable and wouldn't require a degree in accounting to use.



Customer
Harris Renovations

Website
harrisrenovationsllc.com

Industry
Construction

Organization Size
4 employees

Headquarters
Carthage, MO

Former System:
None

New Solution
**Microsoft Dynamics 365
Business Central**

Highlights
**Modular implementation makes
Business Central practical and
affordable for small businesses.**

**First-class training and support help
the client get the most out of their
investment.**

**Client recoups 15% to 20% of
unbilled labor costs and sees
a 3% increase in net profit.**

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They evaluated several free solutions and even gave QuickBooks a try – for a few days. Wendy recalls: **“I didn’t like the way QuickBooks handled job costing, so I didn’t want to waste time trying to conform to its way of doing things.”**

During their search, they came across Dynamics 365 Business Central. What caught their attention? Wendy explains: **“Casey is a perfectionist, and he’s all about working with the best tools. We know that Microsoft products really work. Also, the user interface is very familiar and integrates with Excel, which is my go-to program.”**

That doesn’t mean it was love at first sight, however. Wendy notes: **“I didn’t like that we had to get the system through a reseller. I just wanted to buy Business Central and start using it. Still, I reached out to many Microsoft Dynamics partners, and I got the same story over and over: ‘We don’t work with small companies like yours.’ We’re not the multi-million dollar business they’re looking for as a client.”**

Solution #1: The Right Partner

Despite the disappointment, they finally struck gold when someone pointed them to Bam Boom Cloud. **“I went to their website and knew immediately that they were the winner. Everything I saw showed me they are geared toward small businesses. Going with Bam Boom Cloud was a no-brainer for us,”** Wendy said.

How does Bam Boom Cloud cater to small businesses?

Simple Package Pricing. **“If you don’t need every aspect of Business Central, that’s fine; they sell it in incremental packages so you can get what you need when you need it. Because we’re in construction, we don’t manufacture anything or maintain inventory, so we don’t need many of the extra modules of Business Central. I appreciate that we don’t have to pay for them,”** Wendy noted.

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*Wendy Harris,
Harris Renovations*



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Trainers that Understand Your Needs. Wendy recalls, **“My trainer was wonderful. She knew every nook and cranny of Business Central. She understood the needs of our business and how to configure the software for the way we work. I’m not naturally an accountant, by any means. Yet, she was patient and made sure I understood everything.”**

Going the Extra Mile. **“I lost my first bookkeeper, who had gone through the initial Business Central training. I called Bam Boom Cloud to make sure she had no further access to our system, and they took care of it immediately. Next, they offered a free training session for my new bookkeeper, which was so generous. I felt so taken care of. That’s how Bam Boom Cloud has been with everything,”** Wendy acknowledged.

“Anytime I need anything, I feel like I’m their only customer because they reply so quickly, they are so courteous, and they don’t close a support ticket until the issue is fully resolved.”

Solution #2: The Right Software

Dynamics 365 Business Central has completely transformed the way Casey and Wendy run their business. At the time of this writing, they’ve been live with Business Central for a little over a year. What benefits have they seen from their new accounting system?

Detailed Reports. **“Just being able to generate a report at the click of a button is like magic to me!”** exclaims Wendy. **“Before, I would have had to export my bank information to an Excel spreadsheet and take days to crunch the numbers. I can’t imagine how long it would have taken to create one P&L report, while now I can create one instantly.”**

Increased Efficiency. Tax time has always been a pain point for Wendy. **“I think that, for the 2022 tax year, Business Central will save me at least a week of prep work. My accountant will probably charge me half of what he used to because now I’ll have everything together for him.”**

“Bam Boom Cloud customized our system by setting up a job code dimension... This helped us to see that we were spending 15% to 20% more on labor than we were billing for on some jobs. We’ve since adjusted our estimates accordingly to recoup the expense.”

*Wendy Harris,
Harris Renovations*



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Increased Profits. Job costing was a must-have feature for Harris Renovations, and it has already proved the return on investment. **“Bam Boom Cloud customized our system by setting up a job code dimension. Now we can enter an expense and assign a job code to it at the same time. This helped us to see that we were spending 15% to 20% more on labor than we were billing for on some jobs. We’ve since adjusted our estimates accordingly to recoup the expense.”**

Additionally, job costing has helped them to accurately bill for materials used. **“The cost of construction materials has quadrupled over the last year. We’re now able to ensure we’re charging current pricing for materials, which has also helped our bottom line.”**

Just how much have those improvements affected their profits? **“In our industry, a net profit margin of 8% is considered good. We were closer to 6%. After gaining tighter control of our operations with Business Central, we are achieving close to 9% – an almost 3% gain.”**

Building for the Future

Casey and Wendy Harris looked at Business Central as an investment in the future of their small business. They found Bam Boom Cloud to be the perfect partner to help them achieve their goals.

“Business Central is absolutely worth the investment. You get what you pay for. And learning the system isn’t hard at all,” Wendy said. **“Bam Boom Cloud has been Microsoft Partner of the Year many times, and for good reason. They’re so knowledgeable. And they’re the only ones that cater to small businesses like ours.”**

Where does Harris Renovations plan to go from here? **“We plan to expand by forming a subsidiary company to concentrate on online kitchen and bath design. That will be run from day one on Business Central. And we know that Bam Boom Cloud will be there to help us every step of the way.”**

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Wendy Harris,
Harris Renovations

About Bam Boom Cloud

We simplify implementing cloud technology by making powerful Microsoft solutions accessible and affordable for small businesses. Our award-winning implementation methodology enables customers to take advantage of cutting-edge technology to support their business growth and long-term aspirations.

Learn more about us:

bamboomcloud.com