



Intellitec Solutions

Intellitec Unlocks New Potential by Bringing in Business Central

Founded in 1989, RQA, Inc. provides world-class services to the food, beverage, personal care, and consumer product industries. Whether you need to assess your product quality and market conditions at retail where the consumer makes their purchase decision, retrieve consumer complaint or competitive product samples, optimize your Crisis Management plan, or even execute a product recall, RQA is there.

For its own management, RQA had relied on Microsoft Dynamics SL since 2002, but with Microsoft phasing out support, the system's limitations were becoming harder to work around. Tom Verbeke, CFO, found the system "Difficult and very hard as a user to easily extract information." Since Microsoft was ceasing support for Dynamics SL, it was time to move to a more flexible system.

Partner + ERP

With that in mind, they chose to migrate off Dynamics SL and partner with Intellitec Solutions to lead the transition. "We selected them based on their successful track record of 365 Business Central implementations," Verbeke explained. He continues, "We needed somebody that we could dial 1-800, 'We need help' and they would be there. As we looked at implementation and go-forward support, it seems like they had the

whole package." After evaluating ERP options, RQA chose Microsoft 365 Business Central for its flexibility and ease of integration. RQA's internal proprietary systems are central to managing field operations and expense accumulation, so it was critical to find an ERP that could connect seamlessly. Business Central offered the API capabilities they needed while also simplifying day-to-day financial processes.

Additionally, Verbeke wanted a solution that could deliver faster close times and more flexible reporting. “As CFO, I was looking for something that could improve our monthly close time. The 365 Business Central financial system gave RQA, Inc. the ability to quickly close our month and to easily extract financial information from the system to improve our analytical reporting,” says Verbeke.



“If I were grading previous ERP implementations to Business Central, I would give Business Central and Intellitec an ‘A+’. Working with Intellitec was a pleasure and made our implementation smooth and straight forward.”

Tom Verbeke
CFO



A Practical Upgrade Pays Off

RQA approached the ERP transition with modest goals. “We’re a pretty lean finance organization. We didn’t go into the project looking to save labor,” says Verbeke. “We went into the project looking to replace a very old and unsupported system.” The goal was clear: replace what was broken and move forward without disruption.

However, what started as a practical upgrade turned into something much more valuable. “As we approached our implementation, we didn’t know what we didn’t know. Intellitec helped us think about the internal dynamics of the new ERP system differently and what we have now is a huge improvement over our legacy system,” Verbeke reflects. “We’re able to get things done more efficiently.” The shift to Business Central didn’t just modernize their systems, it opened the door to entirely new ways of working.

Having previously migrated from QuickBooks to NetSuite at other firms, Verbeke didn’t hesitate to compare. The contrast was stark compared to prior experiences. He explains, “The migration was really very smooth, and we were quickly up & running. As is the case with most implementations, we had a few hiccups here and there, but from start to finish, we were up and running within 3 months.”

For Verbeke, it was the Intellitec people who stood out, explaining “At the end of the day, it’s all about the technical and the implementation teams, the people that are down in the trenches with you. The Intellitec team is fantastic. Their system knowledge, the ease of working with them, the demeanor, and the way they treat people, that impressed me the most.”

Reporting Without Roadblocks

One of the biggest improvements after moving to Business Central was how accessible and flexible the reporting tools became.

"The nice thing about Business Central as a user is that I can get numerous financial reports using filters and different ways to manipulate the data that exists within the system. For example, I don't need to have an IT or coding background to get financial reports. What we like about Business Central is its flexibility. It's very easy to train people on how to use the system, making it very easy to get things done," describes Verbeke.

That ease of use, combined with powerful reporting, has allowed the team to work independently, move faster, & make better-informed decisions without relying on IT.

A Smoother Ride

The migration introduced a level of automation and efficiency that simply wasn't possible with Dynamics SL. Tasks that once required workarounds are now handled seamlessly. "We're now able to pay our independent contractor field force via ACH. We could not easily automate contractor payments in Dynamics SL," says Verbeke.

The difference, Verbeke explains, is like going from a car with four on the column to an automatic transmission: "It's kind of a game-changer." Instead of spending time figuring out how to do something in the ERP solution, they are benefiting from the ERP solution. Staff now better leverage their skill set & expertise.



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Cutting Close Time in Half

Another immediate benefit after switching to Business Central was a dramatically faster month-end close. Verbeke shares, "Prior to implementing 365 Business Central, close could take us up to 30 days to get the month finalized. Now, I'm able to get it out in about 15 calendar days, a significant improvement."

For a finance team balancing multiple responsibilities, cutting the close time in half has been a major win in both efficiency and accuracy. He continues, "It gives me the ability to get out of perpetual close mode and into more of an analytical mode."

Empowering the Team

Since moving to Business Central, the RQA finance team has gained a level of reporting autonomy they didn't have before. "For example, we do a lot of ad hoc reporting on gross profit margin," says Verbeke.

"With 365BC, we're able to do that ourselves. Prior to Business Central, we had to go to the IT folks, and they would run a query into the SL system and to extract the information."

Beyond financial analysis, day-to-day inquiries that once required time-consuming back-and-forths are now handled in seconds. "We're able to do analysis quickly and easily on who we've paid, who we haven't paid, find a check number fairly easily as opposed to running a report and then asking for a date range and then manually looking for a particular number," he explains.

From Crunching to Analyzing

The quicker close time has created opportunities for proactive decision-making instead of retrospective analysis.

The change in how the team works didn't come with a steep learning curve or resistance from the team - just the opposite. "They like it," Verbeke says about Business Central. "Now each member of the team, whether it be AR or AP, has their own work areas and, generally speaking, it's gone very, very well."

The Value of a Partner

When it comes to getting the most out of an ERP during the implementation and in the future, the software matters, but the people guiding you matter even more. Verbeke described Intellitec as a key part of the ongoing success, stating "We're very happy and very impressed with the work that Intellitec did for RQA, Inc., and I can't say enough about the level of professionalism and knowledge the Intellitec team has and continues to have, and their level of support for us. They did a wonderful job."

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For RQA, the move from Dynamics SL to 365 Business Central wasn't just about upgrading software: it was about unlocking potential. By working with a partner who could guide them to greater efficiency, flexibility, and insight, they're not just working better, they're working smarter.

"Microsoft Dynamics 365 Business Central worked very well for us. From a technical perspective, an accounting perspective, an ease of use, I would highly recommend MS 365 BC," says Verbeke.

The Intellitec team is fantastic. Their system knowledge, the ease of working with them, the demeanor, and the way they treat people, that impressed me the most."

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