Gatesway Foundation Makes Leap to Cloud Hosted ERP

At a Glance

TierPoint Customer
The Anchor Group

Industry
Nonprofit/Human Services

Technology
Multitenant Cloud

Website
www.anchorgrp.com

Challenges
Outdated IT infrastructure threatened data security and limited efficiency throughout the organization.

Solution
Based on TierPoint's multitenant cloud solution, The Anchor Group designed and implemented a migration to a cloud-based Microsoft Dynamics GP platform.

Results
Cloud-hosted services enable Gatesway to work more effectively and efficiently, both on-site and remotely. The new system allows timely updates, better integration across all enterprise resource planning applications, more uptime and better data security.

Intro

The Gatesway Foundation, founded in 1963 in Tulsa, OK, provides housing, job training and other services for adults with intellectual and developmental disabilities. Like many nonprofits, it struggled to keep IT infrastructure up to date. After an organizational reboot in 2018, it became clear that outdated technology was a barrier to growth. Partnering with Dallas-based Anchor Group, a boutique business consulting firm specializing in ERP solutions, the Gatesway Foundation has moved from a patchwork of legacy IT infrastructure to cloud-based ERP applications. In the process, The Anchor Group has expanded its services to include technology solutions based on TierPoint's multitenant cloud.

Challenge

In many nonprofits, mission-critical spending comes first and investments in technology often come last. That pattern came to a head for the Gatesway Foundation when a long-feared server crash occurred, and data was lost. Gatesway turned to a trusted partner, The Anchor Group, to reimagine their IT infrastructure and business processes.

The Anchor Group, founded in 2007, offers managed services for the Small Business Market. As a Microsoft Dynamics GP reseller, they use the platform to offer a variety of ERP services, from financial reporting and budgeting, to planning and business development. "More and more of our clients were asking for cloud-based solutions, for better reliability, more uptime, and less involvement in the day-to- day management of IT on premise. Implementing and managing data centers isn't our strong suit. We wanted a trusted technology partner to expand our services and we found that in TierPoint," said Geoff Detrich, managing partner at The Anchor Group.

Solution

Rather than continuing to invest in a patchwork of unstable legacy systems, Gatesway Foundation decided to make the leap to cloud-based services.

The Anchor Group, with TierPoint's assistance, mapped out a cloud migration strategy for each of the Gatesway Foundation's applications. This was a complex task, due to the mix of legacy systems that had been acquired and updated over many years. Gatesway Foundation operates three distinct divisions – Community Services, Residential Services and Business Administration – each with different needs and processes.

In addition to taking inventory of the legacy systems, the migration process included analyzing how all the applications and systems interacted with each other. Moving to a cloud-hosted solution offered new opportunities for integration, which became part of the strategy.

The Anchor Group first worked with TierPoint's sales team in a collaborative process to learn what Gatesway Foundation needed for a successful migration to the cloud, and to identify what Anchor Group needed to serve other potential clients. TierPoint's multitenant cloud service offered Anchor Group a flexible, affordable solution that could grow with them and their client's needs.

"We knew we wanted to start small, but then be able to grow quickly as needed. The multitenant cloud offers us the flexibility to grow as we add clients, and gives us confidence we can accommodate their growth," said Detrich.

"Partnering with TierPoint also gives us engineering depth if we need integration beyond the scope of the Microsoft Dynamics solution," he added.

TierPoint's data center footprint offered Anchor Group the regional flexibility and depth they needed for their growing business, which is based in Dallas with operations in Oklahoma and Iowa. TierPoint's data center operations offer state-of-the-art security, from the building itself to biometric features inside, CCTV surveillance, and a robust internal IT security team.

Many of Anchor Group's clients have small or understaffed IT departments. TierPoint's expertise provides a higher degree of reliability, uptime and security than they could ever achieve on their own.

> " It's good to know we have partners like The Anchor Group and TierPoint to handle our technology for us, so we can focus on what we do: uplifting our clients. "
>
> *Weldon Tisdale, Sr.*
> *CEO, Gatesway Foundation*

Results

By moving their IT infrastructure to the cloud, Gatesway Foundation has significantly reduced its reliance on local legacy systems. Worries about maintaining IT equipment, ensuring system reliability and keeping data secure are a thing of the past. With TierPoint's redundant infrastructure and dedicated personnel, Gatesway Foundation can depend on 24/7/365 availability of its applications and 99.9% uptime.

Operationally, moving to the cloud has helped Gatesway deliver its financial information much more rapidly, improving month-end reporting and overall financial management. Cloud-based applications have enabled better access by employees, who can now work remotely, and smoother collaborations because everyone is working with the same applications and versions. Gatesway Foundation also has a high confidence level in their data's security and recovery in case of disaster.

TierPoint's multitenant cloud solution enables the Anchor Group to take advantage of future business opportunities as companies increase their reliance on computing in the cloud. Having TierPoint as a technology partner allows Anchor Group to focus on its core ERP business, while adding depth with technology services.

For both Gatesway Foundation and Anchor Group, investing in cloud solutions is a strategic decision that positions the organizations for future growth.

About TierPoint

Meeting clients where they are on their journey to IT transformation, TierPoint (tierpoint.com) is a leading provider of secure, connected data center and cloud solutions at the edge of the internet. The company has one of the largest customer bases in the industry, with thousands of clients ranging from the public to private sectors, from small businesses to Fortune 500 enterprises. TierPoint also has one of the largest and most geographically diversified footprints in the nation, with over 40 world-class data centers in 20 U.S. markets and 8 multi-tenant cloud pods, connected by a coast-to-coast network. Led by a proven management team, TierPoint's highly experienced IT professionals offer a comprehensive solution portfolio of private, multitenant, managed hyperscale, and hybrid cloud, plus colocation, disaster recovery, security, and other managed IT services.