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CUSTOMER SUCCESS

Swinomish
CASINO & LODGE

About Swinomish Casino & Lodge

Industry: Tribal Gaming

What began as a small bingo operation started by the Swinomish Tribe in 1985 has grown to become a full-service entertainment destination and one of the largest employers in Anacortes, Washington.

Swinomish Casino & Lodge offers guests a world class experience including gaming, lodging, dining and golf.

www.swinomishcasinoandlodge.com

The Swinomish Casino & Lodge had been using a MAS 90 system since the late 1990s and, as their longtime solutions partner, Milestone IS has helped them for more than a decade with several customizations and specialized reports.

However, through substantial expansion, the MAS 90 system, now Sage 100, was unable to handle the organization's growing needs and complexities. A few of the challenges included duplicate entry of data and journal entries, no easy way to manage fixed assets, the need for several external programs with no integration, and poor reporting—particularly on a departmental basis.

"We were also very concerned that development and support would be ending for MAS 90, so it was time to find a new solution," says Donna Bloom, Accounting Manager for Swinomish Casino and Lodge. They trusted Milestone IS to help them evaluate options for a new, more modern accounting system that fit their unique requirements.

Acumatica was an ideal fit for Swinomish Casino & Lodge. After a successful implementation by Milestone IS, they are realizing several benefits with a significant savings of time, errors, and paper.

"I would highly recommend Milestone IS as a partner, especially for the gaming industry. They are very knowledgeable, responsive, and the fact that they are family owned is so important. We know them very well, and they know us. The longevity of our partnership has been extremely valuable."

Donna Bloom, Accounting Manager

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Flexible On-Premises Deployment to Meet Security Requirements

As a casino, Swinomish Casino & Lodge and its software must meet strict security and IT policies. Though Acumatica is known as a web-based cloud software, Milestone IS was able to meet their requirements by utilizing Acumatica's private cloud subscription (PCS) option. This offers the advantage of a web-based system, while keeping sensitive data in house.

Seamless Integration of Fixed Assets and Reporting

Managing fixed assets and reports for the entire organization used to require external programs with a lot of manual entry and complex spreadsheets. With Acumatica, they enjoy seamless integration of fixed assetsand reporting as well as integration with their HR, payroll and POSsystems.

Real-Time Access and Insight for Department Managers

The accounting team of Swinomish Casino & Lodge purchased Acumatica and was excited for the ability to email budgets and financial reports to their departmental managers. But Milestone IS helped them with an even better solution. Using Acumatica's row-level security and unlimited user access at no additional cost, the department managers now have their own login to track their department's performance at any time.

"It's a huge advantage for our supervisors and managers to be able to log into Acumatica and drill down and get information quickly for their department. Before, they would have to ask the accounting department for the information and since some departments work evenings and weekends, they couldn't get what they needed in a timely fashion. Now they can just pull an invoice or detail to get answers immediately. It has saved everyone a lot of time," Donna said.

Automated Journal Entries

Unique to Swinomish Casino & Lodge is that their auditors create spreadsheets of journal entries that would have to be manually printed and added into Sage 100. Milestone IS created a solution to import the data from Excel spreadsheets directly into Acumatica and automatically create journal entries, eliminating duplicate entry.

"This has made a big impact on our efficiency and accuracy. We have been able to stay caught up every month," Donna reports. Milestone IS also created a direct import of their bank statements for several accounts which automatically matches to their transactions.

Electronic Processes, Eliminated Paper

According to Donna, Swinomish Casino & Lodge is "saving a significant amount of time and paper" with their Acumatica solution.

From attaching scanned invoices and images of purchases and assets, to keeping electronic backups of journal entries, they have improved their traceability and security. Future plans include replacing walls of accounts payable files with electronic images of invoices and checks.

Ongoing Service, Advisory and Support by a Trusted Partner

Donna appreciates the expertise and commitment of the Milestone IS team in many ways.

"They understand our industry and the technology, but they also get how accounting and fixed assets work together. It gives us confidence that we don't have to go through a learning curve. They are very good about working through issues and rectifying them quickly. We continue to have excellent support from Milestone IS."

Contact Milestone Information Solutions to transform your business

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