

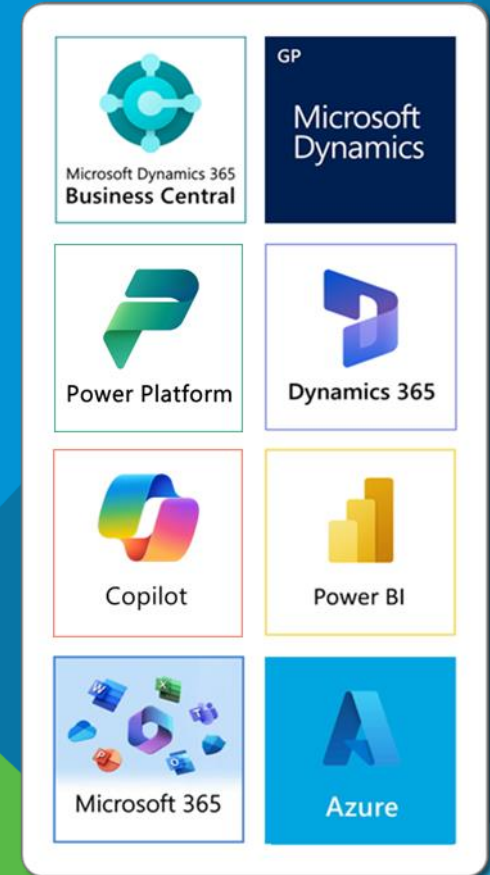


## GFOA Alberta

# Remote ERP Implementation Success

## Best Practices and Key Learnings

<https://www.endeavoursolutions.ca/gfoa/>



# Welcome



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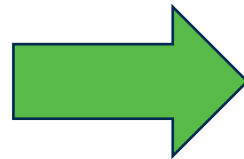
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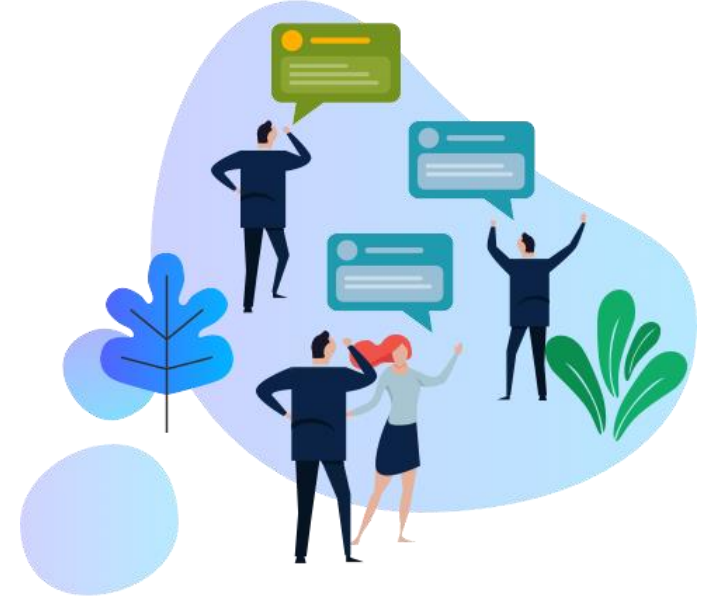
<https://www.gpsupportnorth.com/diamond/>

<https://www.endeavoursolutions.ca/partners/sylogistgov/>

# Today's Agenda



- 1. Implications for Municipalities Using Dynamics GP**
- 2. Best Practices for Remote ERP Implementation**
  - ✓ **Canadian Microsoft ERP**
  - ✓ **Canadian Municipalities**
- 3. Q&A**



GP

Microsoft  
Dynamics

**End of Life 2029**

# Implications for Municipalities Using Dynamics GP

Announced September 2024

updated January 2025

<https://www.gpsupportnorth.com/2024-announcement/>

# Dynamics GP End of Life 2029

GP

Microsoft  
Dynamics

End of Life 2029

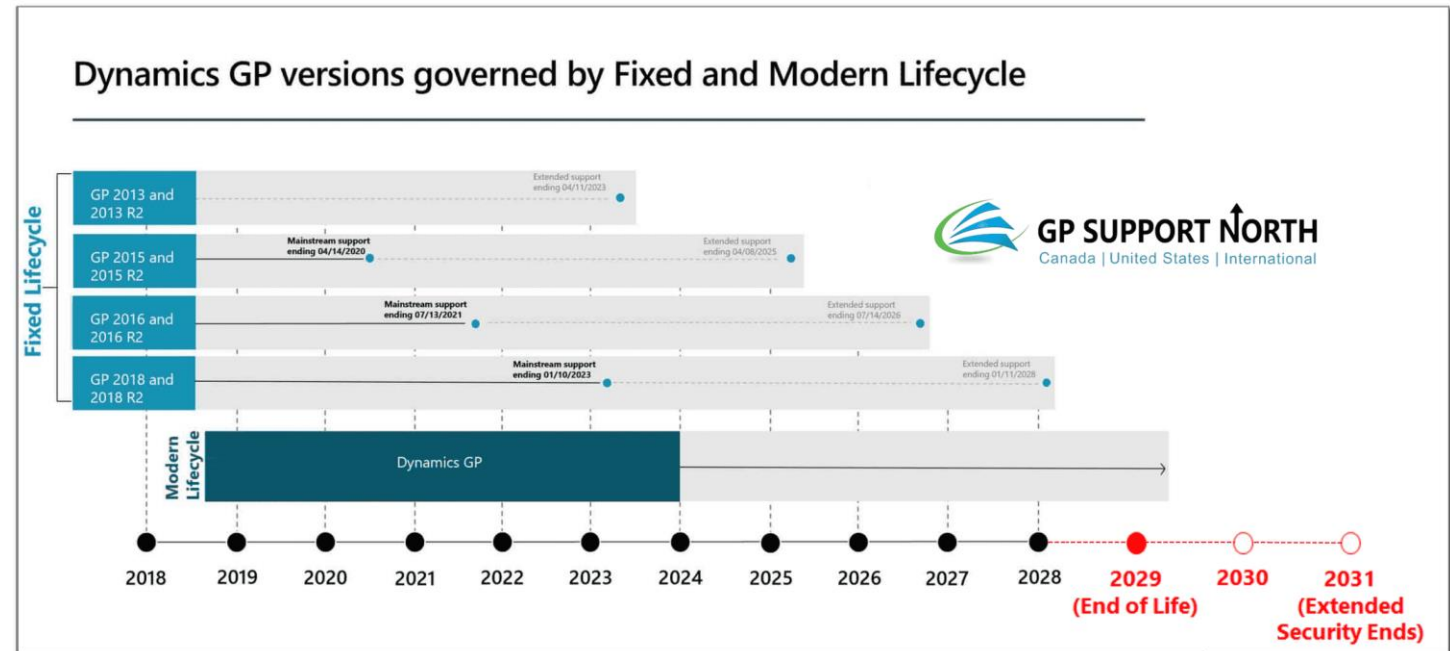
- End of Life **December 31, 2029**

- Extended Security April 2031

- No Microsoft Updates

- No security updates
- No payroll / tax
- Partners will still support
- TBD on 3<sup>rd</sup> party ISV support

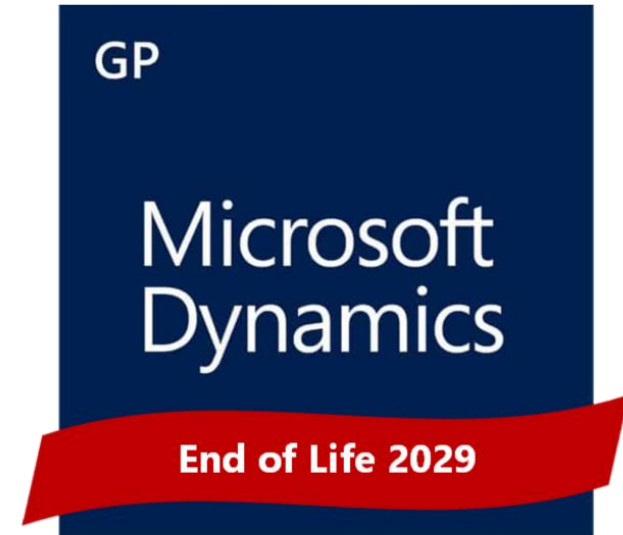
- Stay current on your  
\$\$ Annual Enhancement



<https://www.gpsupportnorth.com/gp-end-of-life/>

# Diamond (Central Square) Municipal

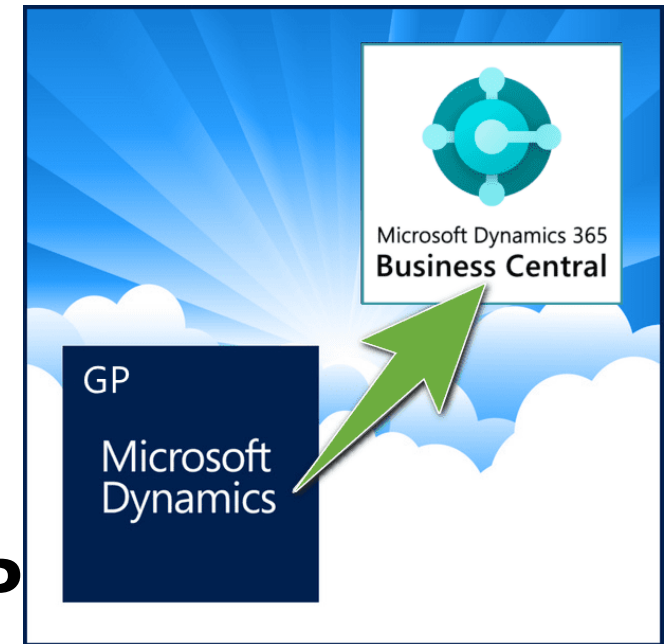
- 250+ Municipal Will be End of Life in 2029
- Reliant on Canadian Payroll from Microsoft
- It's not THEIR core ERP (reseller + add-on)
- May have TBD extended support
  - Core Financials
  - Property Tax
  - Utilities
  - Cemetery
  - Business & Pet Licensing
  - Canadian Payroll, HR and Time Tracking
  - Citizen Portal
  - Worktech Pearl – Separate stand-alone system



**Q:** Bylaws/ best practice say:  
Do to NOT use software that is  
no longer supported by the  
software vendor.

# Microsoft Recommendation

- Microsoft Canada is recommending that all Dynamics GP users migrate to **Microsoft Dynamics 365 Business Central** (SaaS Cloud ERP)
  - Canadian-Cloud Datacenters – Ontario and Quebec
  - Sits within each client's Microsoft Tenant
    - Microsoft 365 / Office 365
    - Outlook 365 / Microsoft Teams
    - Enterprise Security
- Corp. migrations are 4-12+ months based on size
- **Municipal migrations are 9-18+ months**
- **DO the Math 250 Municipal & 1,000+ Corp on GP**





# New Cloud-ERPs are appealing



1. Stronger Security
2. Avoid Server Room / Hosting
3. **Better** Process Automation & Reporting
4. Emerging AI – Artificial Intelligence
5. Easier to Integrate True Cloud-ERPs
  - CRM and Citizen Management
  - Online Portals & eCommerce
  - Asset Management/Work Orders
  - HRIS / Performance Management
  - Other Cloud Systems

Recommend: **Custom Tailored Implementation**







# GFOA Alberta

## Remote ERP Implementation Success

## Best Practices and Key Learnings



# Benefits of Remote ERP Implementations

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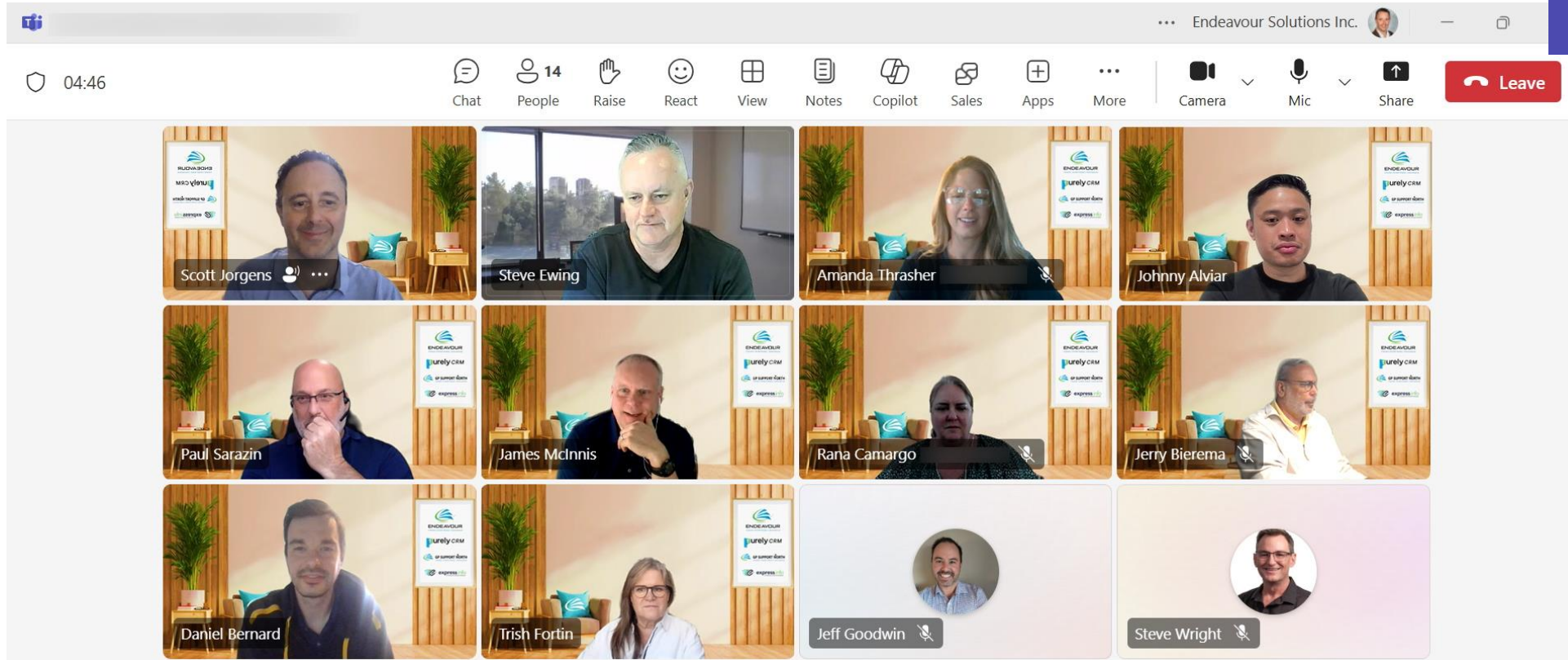
Endeavour Recommends: **Custom Tailored Implementation**

1. Enhanced Collaboration
2. Increased Efficiency
3. Flexibility and Convenience (Reduced Disruption of your Day to Day)
4. Access to Cross-Canada Talent
5. Reduced Environmental Impact
6. Hands-on Blended Learning
7. Hands-on Remote Support

Equals COST SAVINGS and EFFICIENCY for your municipality

# 1) Enhanced Collaboration

## Microsoft Teams is **YOUR** BEST friend



**RACI Matrix**  
Responsible,  
Accountable,  
Consulted, and  
Informed.

## 2) Increased Efficiency

- **Your Efficiency**

- Travel-time between meetings
- Scheduling of multiple stakeholders (RACI)
- Visual – shared screen
- Meeting Recordings and AI-Summary Notes (Received)
- Training Recordings

- **Our Efficiency**

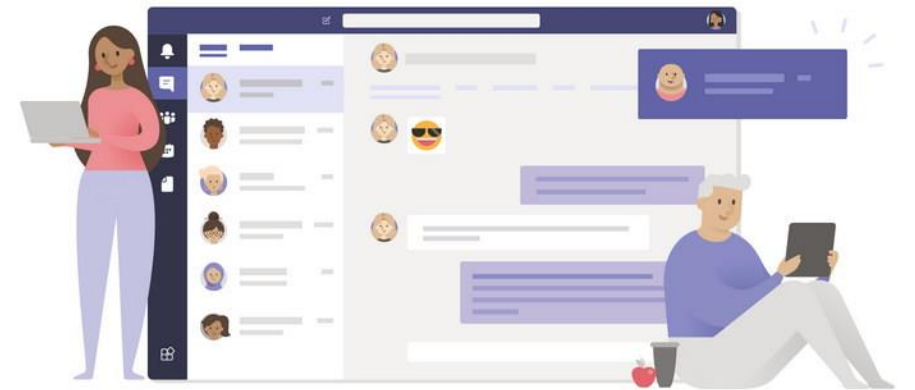
- Discovery → Analysis → Design → Configuration → Training → Go Live → Support
- Remote access to Cloud Application configuration
- Travel-time between meetings
- Meeting Recordings and AI-Summary Notes (Curated)



**QUALITY OF WORK is  
CRITICAL TO SUCCESS**

# 3) Flexibility and Convenience

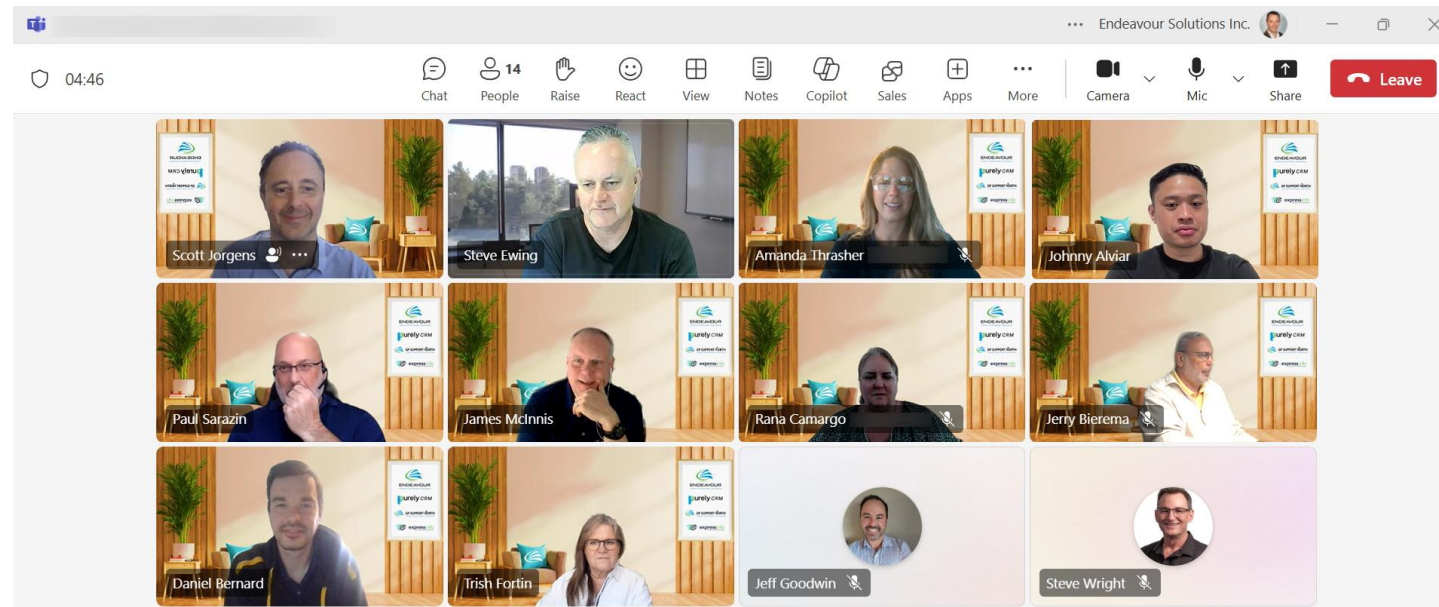
- Reduced Disruption of your Day to Day on a 12+ month project
- **Multiple Stakeholders**
  - RACI - Responsible, Accountable, Consulted, and Informed
  - Subject Matter Experts and "Super Users"
  - Recorded Training Recap and Review
- **Multiple Workstreams**
  - Core Financials – Strategy, CoA, and Workflow
  - Core Financials – Day to Day operations
  - Reporting – Current, Future, & Dashboards
  - Payroll & HR
  - Property Tax, Utilities, Licensing





# 4) Access to Cross-Canada Talent

- PM and Change Management
- Municipal Finance Strategy
- Accounting / Compliance
- Technical Consultant
- Functional App Consultant
- Integration / Development
- 3<sup>rd</sup> Party App Experts
- Reporting & Data Experts
- Support Team



Endeavour: 100+ on our team (know each other by name)



# 5) Reduced Environmental Impact

- Planes, Trains and Automobiles
- Hotels
- Less Printing Paper → Digital & Online
- Microsoft Datacenter
  - Microsoft Teams
  - SharePoint Online
  - Business Central Cloud-ERP



# 6) Hands-On Blended Learning

- Micro

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- Knowledge Library

## GP Client Review:

*Our finance team received some additional training this week and Tammie, our Microsoft Dynamics consultant was great. She was fun, entertaining, and above all knowledgeable when answering our questions. She was able to go over a lot of areas within the time we had blocked off and was able to help us get the most out of our GP program. We are very happy with the support she provided!*

review us on 



## 7) Hands on Remote Support

- Microsoft Teams

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- Enc  
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•
- Internal Knowledge Base

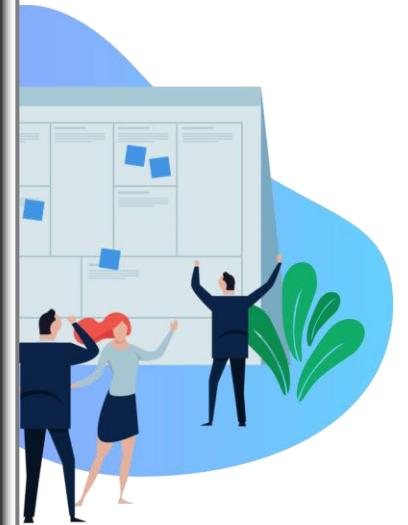
★★★★★ a week ago **NEW**

I want to give a big THANK YOU to Adam for getting me out of a huge bind today when I was closing in on a deadline. He was quick to respond and had the solution within minutes. Adam has helped us before and he is always a pleasure to work with. The whole Endeavour Team is truly amazing. Thank you from the bottom of my heart.

 1  Share

**Response from the owner** a week ago

Thank you Cindy glad we could help you get your property tax billing out on time.



# Benefits of Remote ERP Implementations

1. Enhanced Collaboration
2. Increased Efficiency
3. Flexibility and Convenience
4. Access to Cross-Canada Talent
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7. Hands-on Remote Support



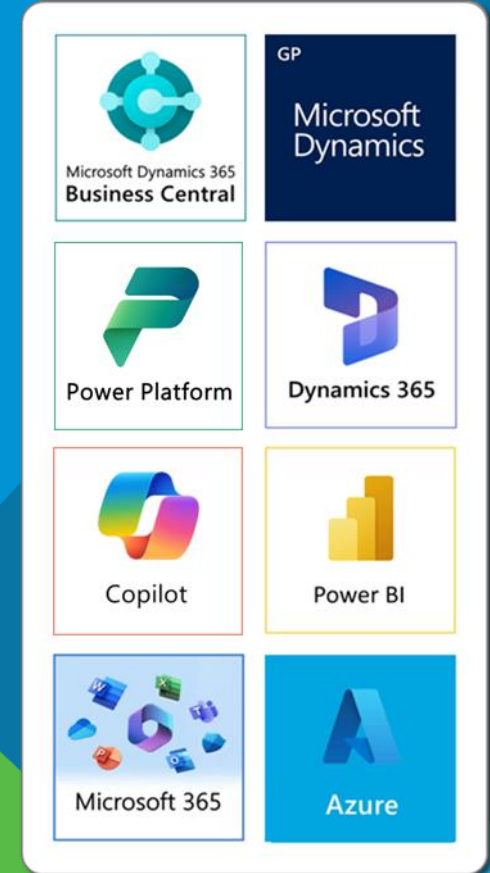
Equals **EFFICIENCY** and **COST SAVINGS** for your municipality



## GFOA Alberta

## Remote ERP Implementation Success

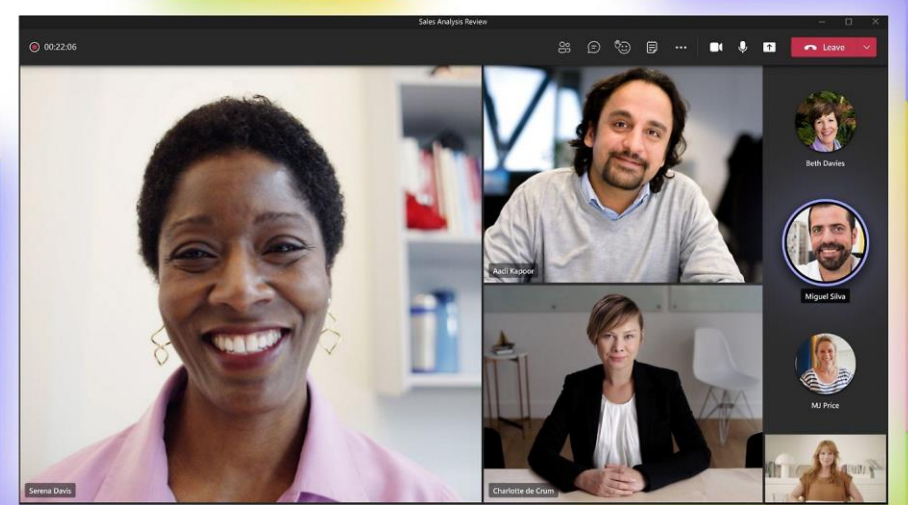
## Best Practices and Key Learnings





# Key Learnings – Communications

- Camera's ON! – Always-On for those who are Engaged
- Proactive Communications
  - Early
  - Often
  - Throughout
  - Feedback
- Come Prepared to EVERY meeting
  - RACI to set Expectations
  - Pre-work
  - Follow-up
- Recordings and Recaps are appreciated





# Key Learnings – Technical

- Analysis and Design → sets the Strategy and Workflow Automation
- Financial Reporting
  - CoA, Dimensions, Data Flow
- Data Cleansing
  - Source data, mapping of data to CoA
  - More than 3 years historic is a Pain
    - Do you need 7 years or more?
      - Financial
      - Property Tax
      - Utilities
      - Pet/Business License



# Key Learnings - Scheduling

- Scheduling and realistic expectations are key
- Delays caused by
  - Slow to provide consolidated input
  - Slow to provide consolidated feedback
  - Slow to provide approvals
- Extended Black-out Periods
  - Vacations
  - Auditors
- Finance team – urgent priorities

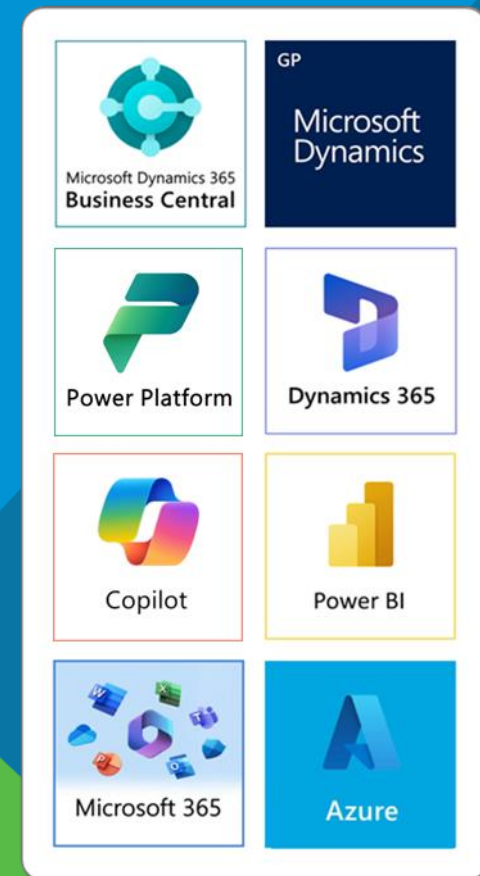




# ENDEAVOUR

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## RECAP



# In Conclusion = Remote ERP implementation

- Custom Tailored Implementation
- Efficiency, Quality, & Lower Cost
  - Microsoft Teams
  - Endeavour Processes / Methodology
- Tips for Success
  - Communications
  - Technical
  - Scheduling



# Q&A and Thank you



- ✓ Questions
- ✓ Next steps
- ✓ Vendor booth

<https://www.endeavoursolutions.ca/gfoa/>

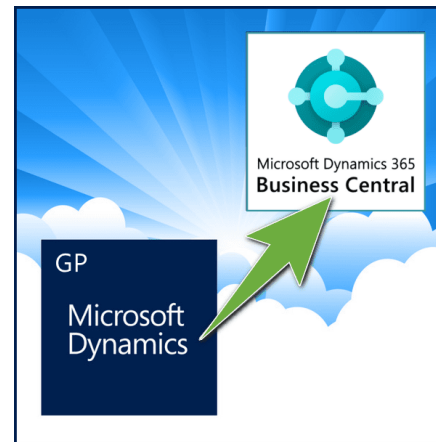
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# Article in CIO Review Mag on Endeavour

- <https://www.endeavoursolutions.ca/partners/sylogistgov/>

Top Enterprise Resource Planning Solutions Provider 2025

## Endeavour Solutions

### Leading the Charge in Municipal ERP Modernization Across Canada

**E**ndeavour Solutions, a trusted expert in Microsoft ERP implementation, guides Canadian municipalities through quick and smooth upgrades from legacy systems to modern cloud-based solutions.

With Microsoft ending support for Microsoft Dynamics GP (Great Plains) ERP at the end of 2029, modernization has become a race against time for municipalities still relying on the legacy Dynamics GP platform. Within the corporate sector, the majority of Endeavour's 650+ Dynamics GP clients are planning to transition to the new cloud-based Microsoft Business Central ERP platform, as are thousands of other organizations across North America. Canadian municipalities running Dynamics GP and other legacy on-premises ERP systems are each encouraged to do the same.

**“Our sales and marketing team actively connects with prospective clients across Canada, speaking at key conferences and online events. We are impressed with the level of openness and collaboration within and across the municipalities as they look to modernize their ERP infrastructure.”**

As a leader in Canada's municipal ERP consulting space, Endeavour is well prepared to facilitate this shift. With deep expertise in both the old and new Microsoft ERP system, their implementation teams provide exceptional services across change management, training and support to maximize the benefits of ERP investments.

In partnership with Sylogist Ltd., Endeavour offers the SylogistGov Municipal ERP, a cloud-based solution powered by Microsoft Business Central with tools for core finance, payroll, online citizen services, property tax management, utilities billing and business licensing, combined with strong analytics and financial reporting. This partnership customizes and extends Business Central to meet the unique needs of small and medium-sized municipalities across Canada.

**LEADING THE FUTURE OF MUNICIPAL ERPS ACROSS CANADA**

Having a deep-rooted knowledge of Microsoft ERP solutions gives Endeavour an unmatched edge. This historical expertise and a comprehensive understanding of municipal operations facilitate a more efficient transition, especially when it comes to the design of financial reporting and process automation.

Selecting the right ERP system and implementation partner is crucial for municipalities that often struggle with traditional RFP (Request-for-Proposal) procurement processes. Balancing cost, vendor selection and functionality adds another layer of difficulty. Endeavour simplifies this process by providing personalized, iterative assessments and consultations that streamline decision-making and help municipalities find the best-fit solution without additional unnecessary complexity.

**“We are continually expanding our municipal ERP consulting teams, migrating as many municipal GP clients as possible before the end of 2029.”**

Once a decision is made, municipalities will work with their implementation partner to guide them through the complex redesign of their Chart of Accounts and reporting dimensions as a critical input to the configuration, implementation, integration, and training for their new Canadian municipal ERP system. This requires careful planning and the sharing of best practices and expert design principles for process optimization.

Endeavour streamlines back-office processes through automated workflows, financial controls, and document storage. It also optimizes core financial management, payroll, time tracking and HR tasks. SylogistGov improves property tax management, utility billing and business/permit licensing processes. Municipalities benefit from enhanced functionality, including online portals for citizens to inquire about and pay bills. Given the scale of the changes, Endeavour ensures that comprehensive change management and training plans are part of each project.

Implementation is only part of the equation; municipalities also need ongoing long-term support to optimize their ERP investments. As Artificial Intelligence (AI) technologies such as Microsoft Copilot evolve, municipalities need a platform, such as SylogistGov powered by Microsoft Business Central to help leverage these advancements. Endeavour fosters long-term partnerships, providing training, process enhancements and support for each of its clients post-migration. Endeavour's dedicated Microsoft ERP support desk and focus on continuous improvement allow clients to enhance their processes, implement new functionalities and adopt AI-driven efficiencies over time as tools and business processes continue to mature.

**RAPID EXPANSION TO MEET A GROWING DEMAND**

Endeavour is gearing up to support a growing number of Canadian municipalities in their transition to modern Microsoft / SylogistGov ERP systems. Over the past 18 months, it has worked with an initial set of nine early adopter municipalities who are migrating from legacy ERP systems to the SylogistGov platform. An estimated 200-250+ Canadian municipalities still rely on Dynamics GP (with the Dynamics / Central Square add-ons), in addition to Endeavour's existing corporate clients. To support these Cloud-ERP migrations, Endeavour has significant plans to expand its capacity and maintain its leadership in Microsoft Business Central and SylogistGov ERP through to 2029 and beyond.

“Our sales and marketing team actively connects with prospective clients across Canada, speaking at key conferences and online events. We are impressed with the level of openness and collaboration within and across the municipalities as they look to modernize their ERP infrastructure,” says Steve Ewing, Vice President.

These projects require close collaboration between municipal Finance and operations teams and Endeavour's consultants. Their business expertise in municipal finance combined with their technical expertise in data migration and integration ensure smooth connections with specialized systems, such as Asset Management, GIS, and larger HRIS applications. To meet the rising demand, Endeavour is actively refining its implementation processes, hiring additional consultants and investing in new training methodologies for delivering high-quality Canadian municipal cloud-ERP migrations in a safe and cost-effective manner.

A deep understanding of Canadian municipal finance, taxation regulations and operational requirements sets Endeavour apart from U.S. Microsoft partners. As a preferred choice for local towns, cities, and municipalities, Endeavour Solutions continues to future-proof Canadian municipal operations in secure, cloud-based environments backed by Sylogist and Microsoft Canada. ■

**Endeavour Booth:  
Get a copy & enter our draw**



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