

# Customer case studies

## Irish Museum of Modern Art (IMMA)

Founded in 1990 and aided through the Department of Arts, Sports and Tourism, the IMMA is housed within the impressive surroundings of the former Royal Hospital Kilmainham. It's Ireland's leading national institution for the collection of modern and contemporary art, attracting over 400,000 visitors annually.

“The implementation was very quick... we were up and running in a couple of weeks with very little downtime and we saw the benefits of upgrading almost instantly.”

Frank Brennan  
Financial Controller



Industry	Not for profit
Geographic	Dublin
Employees	84
Turnover	€9 million
Solution	Access Dimensions Lite
Modules	Core ledgers Cash Book Access Crystal Documents Automated Bank Reconciliation Costing/Project Management Access Office Integration (AOI)

### The challenge

Users of Access software since 1996, IMMA was looking to upgrade its Access Horizons system as part of a phased project to improve both the software and hardware within the organisation. Financial Controller Frank Brennan and Company Accountant Andrew Williams were key stakeholders of the upgrade project.

“As established customers, upgrading to Access Dimensions was a natural progression for us. It's not that there's anything wrong with Horizons; we've always found it easy to use,” comments Frank. “But like everything, the technology has moved on, and we were keen to take advantage of this.”

A popular benefit of the Access Dimensions system is the two-way integration it provides with Microsoft Excel.

Using this feature, users can work on accounts data using familiar Office-based programs and upload these changes in a single click – saving time and increasing accuracy. This was a key purchase factor for Andrew, who, when creating management reports, “spent a lot of time manually grouping and totting up information separately.” Andrew and Frank were also interested in the improved Costing functionality and the new Automated Bank Reconciliation module – only available in Access Dimensions.

### The journey

To kick off the upgrade project, Frank and Andrew met with their local account manager from the Dublin office to view a demonstration of IMMA's data using a Dimensions platform. This enabled all involved to see how easy the system is to use.

Frank comments, "We could clearly see how we would get better usage out of Access Dimensions – it was much easier to navigate."

By utilising real-time information about IMMA's latest exhibitions, the Access consultant was also able to highlight how the Dimensions Costing module would bring obvious benefits to the company's existing manual project costing procedures.

### **The solution**

IMMA's account manager recommended an upgrade to Dimensions Lite. This package offers customers all the benefits of the flagship Access solution, but is specifically designed for companies with smaller user numbers (typically less than 10). Should IMMA's needs change in the future, then it's easy to step up to Access Dimensions' Microsoft-SQL based platform, suitable for 500+ users.

Following the demonstration, Frank was provided with detailed price breakdown which fitted well within IMMA's budget. A proposal was agreed, and a timeframe decided for implementation.

### **The implementation**

Following straightforward planning, Dimensions Lite was installed quickly. Andrew comments, "We were very impressed with the Access consultant. Implementation was very fast... we were up and running within a couple of weeks, with very little downtime." As part of the implementation process, training on the new system was also provided, enabling key users to build familiarity with their new system straight away. In fact, the system proved so easy to pick up that training costs were minimal.

"Following the initial implementation, we only needed half a day's training and from there, we were able to find out things for ourselves," says Frank. "Our Access consultant was on hand

to clear up any questions we had, so the whole process was pretty easy."

### **The results**

Straightaway, Frank and Andrew noticed how much faster their routines were on the new system. "Compared to Horizons, Dimensions Lite does everything much more quickly. The old system wasn't 'wrong' but now, there's far less work on our side to get the same result," Frank comments.

In fact, IMMA saw an almost instant return on investment. Frank continues, "Using the Excel integration, we've reduced monthly management reporting from two days to a couple of clicks. Before it would be a bit of a chore to get the information together, and now we can do it very quickly."

Improved costing functionality has also provided far greater control and visibility of information over the Museum's revenue streams, essential in the current climate where grant aid is generally more difficult to come by.

Months on, IMMA has continued to find their new system very easy to use, barely needing to contact the Access helpdesk. "We don't ring that often, but it's very efficient when we do," concludes Frank.

### **Post implementation**

With Dimensions Lite up and running, the next phase of the project is to install the Automated Bank Reconciliation module, which will significantly reduce a process that currently takes one day to just a few hours.

### **Summary**

An established user of Access solutions, IMMA decided to upgrade its Access Horizons system as part of its overall efficiency review. By upgrading to Dimensions Lite, the company has taken advantage of key features including: faster reporting through Excel integration; more sophisticated project costing

functionality; improved navigation and greater capacity.

Having undergone a fast and smooth implementation, its key users found little trouble navigating their Dimensions Lite system and saw a return on investment almost straightaway. Overall, IMMA is very impressed with its new solution.

Frank concludes: "It's important to us as an organisation to keep up to speed with what's out there. We've already seen the benefits of upgrading to Dimensions Lite, and going forward, we're confident that Access will continue to support our changing needs."

### **Who we are**

Access will give you the advice, tools and clarity you need to make effective decisions, quickly and with certainty. As both a business-focused consultancy and a specialist software developer, we combine our innovative software with practical experience to deliver a solution that's exactly right for you and your business.

We believe your solution must be ready for the future, as well as right for today. Because your business will constantly evolve, we provide a software solution that grows with you. Our modular software covers a complete range of business, financial and administration processes and can be flexed to give you the precise view of your business that you need at any time.

With Access, you can be sure you've got the clarity you need to reach your business goals.

### **Further information**

For further information on this, or any other Access case studies, please telephone us on +353 (1) 885 5577, email [case-studies@theaccessgroup.com](mailto:case-studies@theaccessgroup.com) or, alternatively, visit [www.theaccessgroup.com/downloads/case-studies.aspx](http://www.theaccessgroup.com/downloads/case-studies.aspx)