



## Case Study

In the face of increasing growth, U.S. Water Services sought a reliable ERP Solution partner to streamline their business management system, with a flexible approach, industry expertise, and the right technology.

### Customer Profile

U.S. Water Services provides integrated water management solutions for industries. They combine engineering, equipment, chemicals, and services, to help industries find optimal solutions for their most challenging water, energy and compliance problems.



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### The Challenge

As they became one of the fastest growing, privately held water treatment companies in the United States, U.S. Water Services quickly realized they had outgrown their current business management system. After researching different options, they felt that an Enterprise Resource Planning solution was the obvious choice. With a unique combination of business intelligence, collaboration, and communication tools embedded across core business processes, Microsoft Dynamics NAV was flexible enough to meet all of their needs.



Microsoft Dynamics<sup>™</sup> NAV

“Microsoft Dynamics NAV is such a robust software that we have confidence that as we grow as a company, our ERP solution will not only grow with us, but help facilitate our growth.”

“Working with Solution Dynamics just made sense; they are local, they understand our industry, they are easy to work with, and their customer service team has the expertise to customize the software to meet our needs.”

Mary Winter  
VP Administration  
U.S. Water Services

## The Choice

Choosing the right partner is just as important as choosing the right solution, and when U.S. Water Services chose to implement Microsoft Dynamics NAV as their business management system, it was set up with many modifications that did not fit their everyday use. They found themselves with a system that wasn't working the way they worked; and a solution partner that wasn't giving them the attention nor the quick response times they needed to make it work.

## The Solution

Mary went looking for another solution partner. After interviewing three other companies, she chose Solution Dynamics. Mary explains, “The work Jim and his team have done for us has been outstanding, they have unraveled most of the unnecessary customization. Their response times are within minutes and they aren't afraid to push back when I ask for something they don't think is necessary.”

In conclusion, Mary states, “Microsoft Dynamics NAV is such a robust software that we have confidence that as we grow as a company, with Solution Dynamics help, our ERP solution will not only grow with us, but help facilitate our growth.”