



Massey Services Case Study

No Bugs in the Move to Dynamics 365 for this Pest Control Company

ABOUT

Based in Orlando, Florida, Massey Services is the nation’s fifth largest pest prevention company and the largest privately held family-owned company in the industry. Celebrating 35 consecutive years of profitable growth, Massey Services and its subsidiary organizations employ more than 2,400 team members and operate 2,200 vehicles that provide residential and commercial pest prevention, termite protection, landscape and irrigation services to over 680,000 customers from Service Centers throughout Florida, Georgia, Louisiana, Texas, South Carolina, North Carolina and Oklahoma.

SITUATION

Running Dynamics AX 2012 on-premise, Massey was concerned Microsoft support would be retired in 2021 and understood the additional advantages of moving to the cloud. They compared upgrading to Dynamics 365 with their projected rate of growth and decided the cost savings would make the migration worthwhile. They met with several partners, selecting MCA Connect to support the migration. MCA Connect earned Massey’s trust by bringing in experts instead of “shooting from the hip” and glossing over the details during the sales process.

SOLUTION

From the outset, working with MCA Connect to implement Dynamics 365 Finance was an elevated experience compared to the original AX 2012 implementation working with a different partner. The MCA Connect internal team had a solid project plan that was closely tied to the signed Statement of Work and they executed well using MCA Connect’s strong project methodology principles. The Massey Project Manager worked closely with the MCA Project Manager to gather all project details, even considering vacations and holidays, and hung a detailed implementation calendar in the conference room. The team stuck to this roadmap and the implementation went live on time, despite some major unforeseen obstacles.



AT-A-GLANCE

Massey Services is the nation’s fifth largest pest prevention company and the largest privately held family-owned company in the industry. Massey Services and its subsidiary organizations employ more than 2,400 team members and operate 2,200 vehicles.

CHALLENGES

Massey was previously running AX 2012 and learned the support would be retiring in 2021. They knew they needed to make a technology upgrade and knew the benefits of moving to the cloud.

SOLUTION

They compared upgrading to Dynamics 365 with their projected rate of growth and decided the cost savings would make the migration worthwhile. They met with several partners, selecting MCA Connect to support the migration.



- Gold Cloud Business Applications
- Gold Cloud Customer Relationship Management
- Gold Enterprise Resource Planning
- Gold Cloud Platform
- Gold Data Analytics
- Gold Data Platform

RESULTS

Massey went live with Dynamics 365 Finance on March 1, 2020, just days before the COVID-19 nationwide lock-down. Using the prior version of Dynamics AX, employees working from home had to use a VPN. That system was still being upgraded to enhance security settings. Using Dynamics 365, employees were able to move to remote work without interruption, which helped escalate and optimize their newly remote workforce. Dynamics 365 unites the data across their locations, giving employees a centralized view of their financials and operations.



The thing that struck me about MCA Connect was how consistent our experience was from sales through to support. Their team kept our timelines and expectations realistic. We really felt we found a partner we could trust.

- Marcellene Baugh, VP of Finance & Accounting at Massey Services

VISION

Now that Massey has mastered Dynamics 365 Finance, they're exploring ways to optimize travel and expenditure reimbursement processes, accounts payable automation, EDI and document management. MCA Connect continues to provide ongoing support and guidance to keep the business and technology aligned, supporting Massey's continuing success.

ABOUT MCA CONNECT

MCA Connect is a twelve-time Inner Circle Microsoft Gold Certified Partner that helps manufacturing companies around the world drive business performance. Our manufacturing solutions, built on the Microsoft technology platform, help you connect your equipment, analyze and visualize your data, analyze financials and integrate your people and processes for fast, intelligent business decisions.



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