

USE CASE

TRUSTMOR
Mortgage Company

Participant
Mila Rovner
Senior Accountant



TECHNOLOGIES USED

Dynamics 365
Business Central

MICR Fonts
(with BCV15, it is now possible to print MICR fonts)



Dynamics 365
Business Central

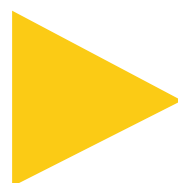
Initial customer need

The customer moved from Microsoft Business Solutions Great Plains to Dynamics 365 Business Central two years ago and needed a new report that used MICR fonts.

Challenge

The customer had to constantly change preprinted “blank” checks before completing their process as mandatory information in American banking needs to appear on each check, the customer needed to be able to print out checks with all pertinent information including:

Check #	Transit #	Account number (MICR fonts) at the bottom of the check, without having to resort to preprinted stock that includes this information
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Objective

Eliminate the need to swap out stock paper when switching from one bank to another

Solution

AZUR Group configured the MICR fonts to allow printing checks on blank paper, eliminating the need to have multiple preprinted checks to various banks and having to change the paper in the printer each time a check had to be sent.

A new audit report that uses the MICR fonts and which contains all the relevant information has been provided.



CUSTOMER TESTIMONIAL

With Mila Rovner, Senior Accountant
at TrustMor

How would you rate our development team's response time when communicating with them?

AZUR Group was very responsive. It was a very nice experience, very responsive, fast, and easy. From my original needs to getting the details in a contract and having the solution delivered, it exceeded my expectations. No improvements required based on my experience.

How would you rate our technical knowledge surrounding Dynamics 365 Business Central?

The team was very knowledgeable, and this is what I prefer as a customer. Laws and best financial practices may differ from country to country and I did not expect the team to know the fine details of American banking laws and best practices. I sent them articles to better understand and learn about it. The team was eager to learn and apply the proper standards.

How would you rate how professional are our communications (emails and calls)?

The entire team is very professional, and the communications were great once we had established the best communication tools to collaborate and work together.

How would you rate our overall effectiveness?

This is still recent and the first time we have implemented this solution. I have already been able to validate that some checks cleared well. The team is still in contact with me to ensure everything is working as expected and there are no hiccups. I do appreciate their desire to go the extra mile for customer satisfaction.

Contact us if you want to learn more