



Overview

Country or Region: United States

Industry: Restaurant

Customer Profile

Tijuana Flats Burrito Company is an American chain restaurant serving Tex-Mex cuisine founded in Winter Park, FL with locations in Florida, Indiana, North Carolina, Pennsylvania and Virginia.

“The experience and expertise of IBG far outweighed the knowledgebase of our current Partner.”

Bob Cawthorn, CFO, Tijuana Flats Burrito Company



IBG Streamlines Services for Tijuana Flats Burrito Company

We have been operating as a restaurant company for over 16 years. For approximately 13 years we ran on Quickbooks and managed our restaurants as separate companies, but had no consolidated capabilities. As we continued to grow, our auditors suggested we consider a more robust Accounting system. If we had stayed with Quickbooks, our staff would have grown proportional to the number of restaurants. In the past year, we have actually reduced staff because of the new efficiencies we have gained.

We reviewed several software offerings and decided on Microsoft Dynamics GP. At that time we chose another local Microsoft Dynamics Partner as our vendor. After the initial sale, this Partner was really non-existent and provided no additional follow-up to determine if we might have other needs or propose ways we could better utilize our systems.

When I became involved in Tijuana Flats as the corporate CFO, I was seeing that there were a lot of opportunities that we were missing, and possibly underutilizing the features and benefits of GP. Along the way, Integrated Business Group, Inc. (IBG) was sending out emails and notifying us of webinars of interest, they also took interest in us, even when we were not a client. They introduced us to other GP Users. We were invited to a TIPS & TRICKS class on Year End Close.

When my accounting supervisor got back, she was blown away with the new things she had learned! She was already very creative in using GP, but the experience and expertise of IBG far outweighed the knowledgebase of our current Partner.

More Information

Integrated Business Group, a Microsoft partner, has achieved a Silver Enterprise Resource Planning Competency & Learning Competency, a worldwide recognition for commitment to providing comprehensive training solutions for Microsoft technologies—strengthening IBG's standing in the marketplace and enabling IBG to reach more customers.

For more information about Integrated Business Group products and services, call (407) 677-0370 or visit the Web site at www.ibgnet.com

For more information about Tijuana Flats Burrito Company products and services, call (407) 339-2222 or visit the Web site at www.tijuanafats.com



Microsoft Partner

Silver Enterprise Resource Planning
Silver Learning

In summary, from our past Partner we never really had a dominate knowledge of the product. When we had consulting hours with them, we often times solved the problem ourselves, but still got billed. Unfortunately, this past Partner was new to GP when we acquired the product; they had been a vendor of a different accounting system and later took on GP. As a result, they were not the experts of the product, and they were really learning as we learned. Not the best type of way to start a relationship with someone who knows slightly more than you about the product.

On the other hand, IBG has shown us more ways to get value out of GP in a really short time. They have been interested in our success and they actively work with the users to bring new ideas to the table.

This past year, I indicated I wanted to go to a system of scanning documents, processing, attaching to the transaction record and electronic filing. IBG then began providing us with research information and put us in contact with vendors with which they have already had previous experience.

IBG in our opinion is the type of "PARTNER" you want. GP is a large program and has a lot of bells and whistles. You really want a "partner" and not a "vendor" to get the maximum value out of your investment. Our initial decision in choosing a vendor was incorrect, which we paid a high price! Now we have a partner with us in GP, this provides a far greater value.

I hope this brief overview of our experience in transitioning to Microsoft Dynamics GP is beneficial in your decision making process. If you should have further questions, please don't hesitate to contact me.

Sincerely,

Bob Cawthorn, CFO
Tijuana Flats Burrito Company
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