

Client success story

# A story of public sector ERP success

How Crowe helped the Virginia Passenger Rail Authority start off on the right track



# The Virginia Passenger Rail Authority is transforming passenger rail service in the Commonwealth.

In 2020, the Virginia General Assembly created the Virginia Passenger Rail Authority (VPRA). The mission of VPRA is to deliver passenger rail service as an integrated, affordable, convenient travel option that benefits people throughout the Commonwealth of Virginia. Additionally, in line with its value to champion equity and inclusion, VPRA focuses on underserved areas that would particularly benefit from increased access to public transportation and economic opportunities.

High-performance passenger and commuter rail service connects communities and increases economic growth. VPRA's projects will change how Virginians travel by removing traffic from roads and highways and increasing commuting options in all corners of the state while improving performance and reliability.



# Establishing sustainable operations that allow future growth

As a new public sector organization, VPRA was still shaping its operations and business processes, not to mention its internal teams.

The organization needed a solution that would help build out those processes while remaining flexible enough to support change and growth.

## VPRA needed technology to fulfill 8 needs:

- 1 Streamline, improve, and automate operations
- 2 Balance processes and practical internal controls
- 3 Improve access to key information for decision-making
- 4 Use best practices
- 5 Implement functionality specific to the public transportation industry and VPRA operations
- 6 Work effectively across the organization
- 7 Consider how the organization will evolve
- 8 Allow for integrations across other systems



# Applying enterprise resource planning software tailored to the unique needs of public transportation

The Crowe public sector consulting team collaborated with VPRA to implement Microsoft Dynamics 365™ as its new financial management system, and apply our seamless Dynamics 365 extension designed for transportation authorities.

## Meeting an expectation through collaboration

Crowe takes a business-first approach to our implementations. We are invested in making sure the overall solution meets the business needs of our clients. A unique element to this implementation was VPRA's desire to convert more data over to the new enterprise resource planning (ERP) system than is typical. Given the business need as noted by VPRA and the young age of the organization, Crowe was able to meet this requirement while containing the level of risk.

A joint effort took place as VPRA entered historical transactions in its new ERP system while Crowe monitored the data entry and closed out the activities in the system. This collaboration built up a complete transactional history in the system that VPRA can use for reference, reporting, and reconciliation going forward.





Crowe managed the implementation of Dynamics 365 as our ERP system. The project was completed on budget and schedule and has brought a tremendous amount of efficiency to VPRA. The experience and management process of Crowe was particularly valuable as we developed new business processes.



**William S. Pittard**  
Chief Financial  
Officer, Virginia  
Passenger Rail  
Authority

# The Crowe ERP implementation approach



## Prepare

Perform initial planning activities and finalize the project scope



## Configure

Finalize business requirements and design the solution



## Validate

Confirm the solution and procedures meet the business needs



## Deploy

Gain acceptance, train end users, and launch the new solution



## Support

Support the new solution and help VPRA become self-sufficient



# Our public sector-specific Microsoft™ ERP solution, implemented within a year, effectively brought VPRA under one enterprise financial management solution.

Accounting and financial reporting, project accounting and grants management, accounts receivable, accounts payable, fixed assets, and procurement all work from one fully integrated solution.

With help from Crowe, VPRA has laid the tracks for forward momentum and future growth with cloud-based technology that meets its operational needs.

## Crowe knows Microsoft and Crowe knows the public sector

Pleased with its implementation outcomes, VPRA is currently working with Crowe to implement additional Dynamics 365 features in the areas of travel and expense management and vendor collaboration.

By working with Crowe, VPRA implemented our solution for transportation to unify its growing organization. If your organization wants to transform its operations and build a sustainable future with an ERP tailored to the public sector industry, we can help you get started today.



### Contact us to learn more

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Visit our Crowe public sector consulting page

## The Crowe standard

At Crowe, we offer exceptional, industry-specific solutions. Our dedicated professionals walk alongside our clients with a commitment to collaborate and provide deep industry knowledge with innovative technology.

By listening to our clients' needs, we can learn about their businesses and the unique challenges they face. We deliver outstanding client service while upholding our core values and strong professional standards. We invest in tomorrow because we know smart decisions build lasting value for our clients, people, and profession.

**Smart decisions. Lasting value.™**



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