

Customer Success

# Arkansas Federal Credit Union Leaps Forward with Acumatica Cloud ERP

## Overview

Arkansas Federal Credit Union is a dynamic financial institution, approaching \$3 billion in assets, that focuses on delivering high-value products and services to its members. For years, the credit union's accounting operations depended on Microsoft Dynamics – Great Plains (GP). As the legacy system neared its end of life, with diminishing support and growing inefficiencies, leaders recognized an urgent need for modernization.

The answer was Acumatica Cloud ERP, selected in partnership with long-standing advisor, Bartlett, Pringle & Wolf (BPW). With Acumatica, Arkansas Federal Credit Union achieved measurable operational gains, fortified internal controls, and centralized mission-critical accounting—the foundation for continued growth and member satisfaction.



## Key Results

- **Future-Proofed Operations:** Transitioned from an outdated, on-premises system to a scalable, cloud-based ERP—positioning the credit union for long-term success.
- **Strengthened Internal Controls:** Increased transparency and oversight, particularly in corporate credit card expense management, to ensure compliance and accountability.
- **Enhanced Efficiency:** Expedited the invoice approval process enabling the accounts payable team to double the frequency of disbursing invoice payments.
- **Unified Financial Hub:** Integrated accounts payable, fixed assets, and expense deferrals within a single, cohesive platform—eliminating data silos and improving accuracy.

### Company

Arkansas Federal Credit Union

### Location

Little Rock, AR, USA

### Industry

Financial Services, Credit Union

### Number of Employees

250-500

### Asset Size

\$2-\$3B

### Number of Branches

21

### Product

Acumatica General Business Edition

### Applications

- Financials
- Deferred Revenue
- Fixed Assets
- Expense Management
- AP Document Recognition

### Integrations

- Velixo

### Systems Replaced

Microsoft Dynamics GP

### Partner

Bartlett, Pringle & Wolf, LLP

- **Empowered Team:** Deployed an intuitive, easy-to-learn system that accelerates onboarding, enhances user adoption, and builds staff confidence.

### Challenge

Arkansas Federal Credit Union encountered growing uncertainty with Microsoft Dynamics GP (Great Plains), as their ERP approached its end of support. The on-premises, Windows-based platform had become a bottleneck – outdated, restrictive, and misaligned with the credit union’s commitment to operational excellence and superior member service. Leadership recognized the mounting risk and the urgent need for a modern solution. Their vision: eliminate process bottlenecks, automate key controls for compliance, and empower decision-making with a secure, cloud-based ERP that integrates seamlessly across functions. They required a platform that would not only replace legacy software, but also deliver the efficiency, flexibility, and scalability essential for long-term growth and success.

“Dynamics GP was missing a lot of features, and a lot of the reporting was very manual. The functionality was just not there for us. For example, we were using multiple systems for processing accounts payable.”

— Jonathan Adams, VP/Controller, Arkansas Federal Credit Union



“Going from Dynamics Great Plains, that we'd been on for so long, to Acumatica felt like we were coming 25 years into the future in one leap.”

— Jonathan Adams, VP/Controller, Arkansas Federal Credit Union

### Solution

The implementation was a collaborative success. BPW worked closely with the credit union's team, developing detailed testing plans and workflows to ensure a smooth transition. To make training engaging, the team created "scavenger hunts" within Acumatica, encouraging users to explore the system's capabilities in a hands-on, interactive way. This approach fostered rapid adoption and ensured the team was comfortable and proficient from day one.

Acumatica provided a unified solution for a wide range of financial tasks, including accounts payable, fixed asset depreciation, expense deferrals, and corporate credit card reporting. The cloud-based platform offered the flexibility and accessibility the team needed to modernize their operations, while the unlimited user model aligned perfectly with their goal of empowering the entire department without incurring extra costs. One of the key advantages of working with Acumatica and BPW is the deep understanding of the data and the integration of the data from the credit union's core processor. While it was initially assumed that this capability would be standard in any ERP, only BPW and Acumatica truly delivered it built in.

## Outcome

Transitioning to Acumatica was a transformative leap for Arkansas Federal Credit Union. The team immediately felt the impact of moving to a modern, cloud-based environment that was intuitive and user-friendly.

This leap forward brought significant gains in efficiency. The streamlined accounts payable module allowed the team to process invoice payments twice a week instead of just once, improving vendor relationships and cash flow management. Reporting also became easier and more powerful with integrated tools, giving leadership clearer visibility into financial performance.

Perhaps most importantly, Acumatica strengthened internal controls. The corporate card expense reporting feature created a new level of transparency, centralizing transaction data and simplifying oversight. This consolidation of processes into a single system has been a game-changer.

“Acumatica gives us a one-stop spot for just so many different tasks. It's easy to use, very intuitive. We are now paying invoices twice a week instead of once a week. And we have transparency in corporate credit card charges.”

— Jonathan Adams, VP/Controller, Arkansas Federal Credit Union

## Conclusion

With Acumatica, Arkansas Federal Credit Union has not only replaced an aging system but has also built a flexible foundation for the future. They have the tools to adapt, grow, and continue delivering exceptional value to their members, all while operating with greater efficiency and control.