



SWK
TECHNOLOGIES

SWK Brings Unify Square into Multi-Tenant Acumatica Cloud

About Unify Square, Inc.



CLIENT:
Unify Square, Inc.

- Cloud software developer and service provider
- Makers of PowerSuite
- Based in Bellevue, WA
- Has offices in 7 countries and on 3 continents
- Uses a multi-tenant public cloud environment that consolidates accounting for each national location

Unify Square, Inc. is a cloud software and services provider headquartered in Bellevue, WA. Founded in 2008 by a former Microsoft developer, their software offerings were initially well-known for enhancing Windows communication platforms such as Skype for Business and Microsoft Teams. However, they have since expanded support to several other collaboration applications including Slack, Zoom and Workplace by Facebook, and consolidated their software suite into a single SaaS solution called PowerSuite for comprehensive digital communications monitoring, analytics, reporting and management. Bellevue is also the home of another cloud developer, Acumatica, and this proximity helped Unify's Director of Global Finance/Corporate Controller, Elena Bespalova, to connect with the former and determine if the product could solve a very particular problem. As it happens,

Acumatica partner SWK Technologies faced a similar challenge with another client, and so Unify was referred to the VAR to see if their consultants would be able to address their unique situation – a multi-company and multi-currency financial operations chain. To solve the particular needs of Unify Square, which included finance reporting compliance for several countries, SWK would implement a multi-tenant cloud environment that would automate the multi-national accounting processes for Elena's team.

Global Reach

Unify Square is an international company, with offices across North America, Europe and Asia, including multiple overseas branches and subsidiaries of their headquarters and other locations. Consequently, the biggest requirement of their Acumatica implementation was

finding a way to consolidate their multi-currency accounting with their financial reporting at the US home base. This meant not only translating each transaction into dollars, but also ensuring the reports remained compliant with all the regulations in each nation.

experience with setting up multi-tenant cloud environments. However, the scope of Unify's infrastructure needs was greater than anything Nick had experienced before.

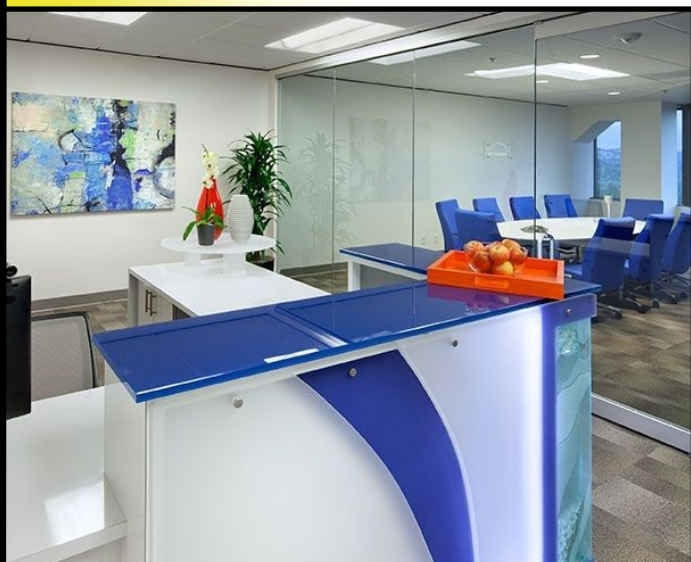
"It was a little mind boggling at first," says Nick. "It took me a while to figure out how to lay it out so we wouldn't have issues. We weren't just working with the multi-tenant environment, we were working with multi-tenant AND the multiple currencies."

These multi-company and multi-currency requirements meant that Unify Square would have to adopt a multi-tenant environment on a public cloud to accommodate and connect each national office.

In addition to each location's unique cloud environment, there would also have to be a way to for Elena and her team to consolidate ledgers across every office to produce unified reporting for the entire company.

Nick took a step back to review the situation, and realized that the multi-currency consolidation could be solved with Acumatica's native accounting functionality.

"It seemed a really big problem on the outside - but in reality, it wasn't too bad," says Nick. "Once I just started getting the framework of it in, it all fell into place."



Multi-tenant Cloud

Acumatica's out-of-the-box finance features could handle all the accounting functions, according to Nick, but Elena would require a way to merge the data from the other tenants.

To handle this, both worked together on creating a separate "Consolidation tenant" that would map the various general ledger accounts to a consolidated ledger. With this, all the balances could be merged into master accounts and entered into a single financial statement.

Nick explains that the Consolidation tenant makes this a simple process without too much additional effort on the user's side.

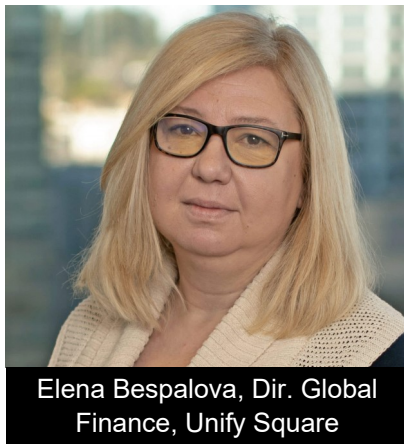
"All you have to do is go to 'consolidations,' and then run a consolidation sync," says Nick. "Once it's configured, it's super easy. Elena just goes in, and in a couple of clicks she's consolidating all the international tenants with the US accounting."

Offices in each country work within their own tenant, which are kept in compliance with regional regulations to allow for seamless statutory reporting. The Consolidation tenant contains an OFFSET ledger that is used when differences appear between local regulations and Generally Accepted Accounting Principles (GAAP) in the US. Those transactions are reversed and modified to ensure final reporting is GAAP compliant.



"Setting up individual tenants for each country allows us to run reports that are compliant with local rules and also allows great flexibility into viewing consolidated financial results with a possibility of drilling down to individual transactions in each of the geographies," says Elena.

Accounting and Compliance Automation



Elena Bepalova, Dir. Global Finance, Unify Square

"Consolidating multiple ledgers that used to take several days and required manual adjustments for intercompany eliminations now takes just a few minutes," says Elena. "It took some time to configure correctly and test, but once that was done it is a very easy process."

To help SWK and Unify Square test this distinct system, Acumatica allowed both access to a specialized development instance for all tenants.

transactions that are relevant to us and provided us with a clean set of records when we were ready to go live. All Nick had to do was to convert the sandbox instance to the production one and we were ready to go."

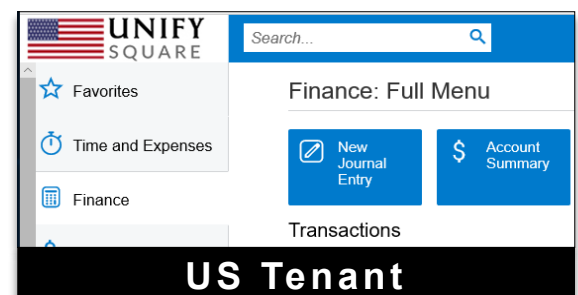
The only aspect of the implementation that was customized was a minor, but impactful adjustment of each tenant's coloring scheme to distinguish between each tenant's country. This further helps users consolidating accounts to work between each tenant without confusing one for the other.

The introduction of the unique tenant rules significantly improved Elena's ability to process the various multi-company and multi-currency accounts.

Whereas previously her team was forced to rely on manually tracking and reconciling discrepancies through spreadsheets, the new Acumatica system automates much of the work and streamlines the entire operation.

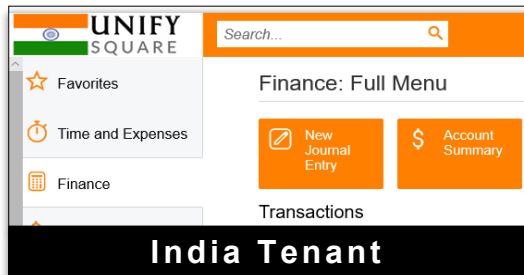
With SWK providing training through the test environment, Elena's team was able to work out the procedures much more quickly.

"We tested Acumatica in a sandbox environment, but with real transactions," says Elena. "This was much more useful to us than using dummy entries. It allowed us to test the system for the



Accounting and Compliance Automation (cont'd)

“Visual differentiation between tenants is extremely helpful for a person who works with multiple tenants such as myself, and helps avoid mistakes of recording transactions into a wrong tenant,” says Elena.

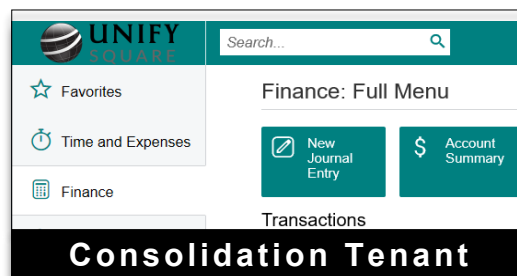


Even this modification was done within the existing framework provided by Acumatica, and Nick merely leveraged the features already there to personalize each tenant environment.

“For localization, we utilized the native functionality of Acumatica by setting the user profile settings in each tenant,” says Nick. “AR invoices, AP bills – any system can handle that. It’s the multi-tenant functionality that made it work for Unify.”

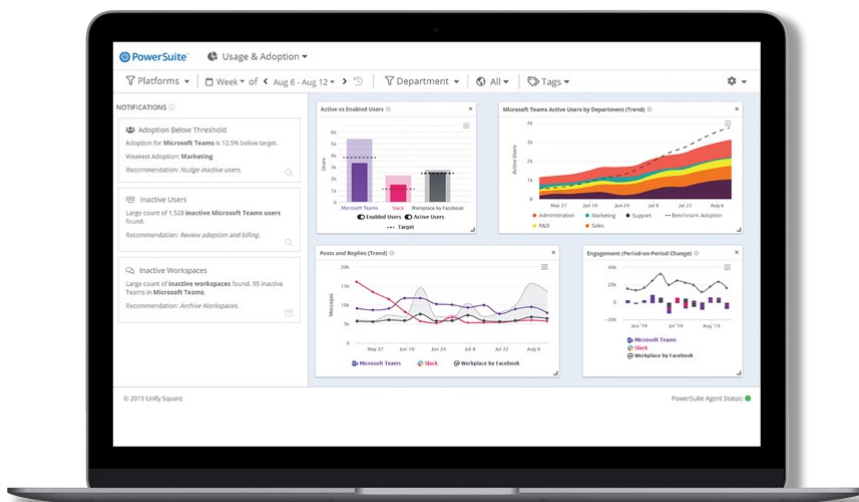
The collaboration between SWK and Unify Square contributed greatly to the success of the implementation. Nick and Elena worked closely on refining the details of the multi-tenant environment.

“Elena is super, super smart”, says Nick. “I basically developed this with her help. Elena was the main contact for this project, and she did most of the groundwork on laying out the various chart of accounts for each tenant. I then used that to create the consolidation mappings from each tenant to the Consolidation tenant.”



“Nick has been such a pleasure to work with!” says Elena. “So knowledgeable and responsive on what turned out to be a complex implementation with 8 different tenants and a lot of foreign currency translations. I myself and my entire team really enjoyed working with him and completing this implementation on time and on budget.”

“Consolidating multiple ledgers that used to take several days and required manual adjustments for intercompany eliminations now takes just a few minutes”



SWK Enables Success for Unify Square



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Since Unify Square's multi-tenant Acumatica environment was deployed successfully, says Elena.

Elena and her team have adjusted to the new software without any serious concerns.

"Unify Square went live without a hitch," says Nick.

"We are very happy with the system so far," says Elena.

"Of course, it is taking some time to get used to doing things in a slightly different way, but

the benefits of having all the info in one place far outweigh the inconveniences."

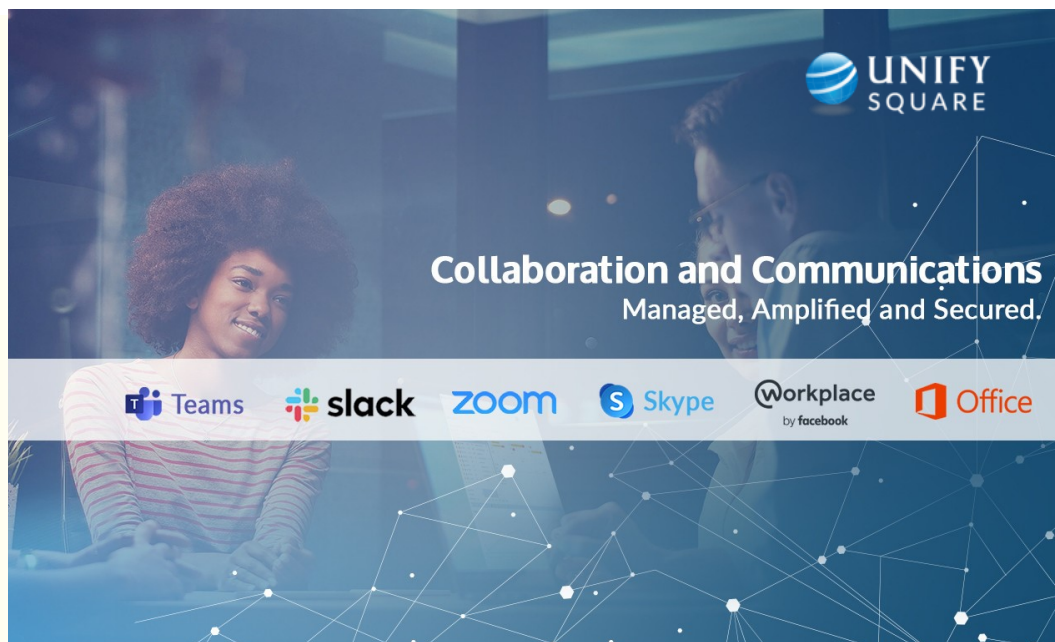
If you want to learn more about how SWK can help you with your business process challenges, and how the latest software and technologies can help you integrate, automate, and secure your systems, [contact us today](#).

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