

Dollar Thrifty Automotive Group

Transportation/Logistics

Customer Success Story

For value-conscious Dollar Thrifty Automotive Group, Insight Software Suite for JD Edwards enables rapid ad hoc inquiries and real-time data analysis and reporting

About Dollar Thrifty Automotive Group:

- Dollar Thrifty Automotive Group, Inc. (NYSE: DTG) is a Fortune 1000 company headquartered in Tulsa, Oklahoma
- DTG has been profitable every year since its initial public offering in 1997
- The company's brands Dollar Rent A Car and Thrifty Car Rental serve travelers in approximately 70 countries
- Dollar and Thrifty have over 1,600 corporate and franchised world locations including over 800 in the U.S. and Canada
- The Dollar or Thrifty brands operate in nearly every top U.S. airport market, and both brands operate in all of the top Canadian airport markets
- DTG's more than 8,300 employees are located mainly in North America, but global service capabilities are available through an expanding international franchise network.
- www.DTAG.com



Dollar Thrifty
Automotive Group, Inc.
DOLLAR Thrifty

“ I can run ad hoc inquiries quickly and easily with Insight. One benefit is that I have more time to analyze information, because I'm spending less time trying to get it out of the system. ”

Darrin Crawford

Director of Financial Reporting

Dollar Thrifty Automotive Group

Business Challenge: Enabling rapid, flexible user data inquiry

Since For Dollar Thrifty Automotive Group (DTG), the mission statement “Value Every Time” expresses consumer expectations and also describes the company’s internal strategy for success. Profitable every year since the company’s initial public offering in 1997, DTG focuses on innovation and efficiency. The company’s more than 8,300 employees keep that focus in mind, and today DTG is a leader in Internet bookings and a premier value provider in the car rental industry.

When DTG implemented JD Edwards EnterpriseOne™ in 1999, the company was required to keep its legacy chart of accounts structure, therefore they had to use business unit and account category codes in the JD Edwards System to do their reporting. “One result was that the financial reporting was custom. Our programmers were creating a lot of reports, but we saw that Insight had the flexibility to put that capability in the users’ hands,” says Bill Funkhouser, Executive Director, Finance Systems Support, DTG.

Solution: Insight Software Suite for JD Edwards

Dollar Thrifty Automotive Group first implemented Insight Reporting™ in 2004. Users are enthusiastic about the new flexibility provided by InsightSoftware.com’s solution. “As more of our users are exposed to Insight, they see how they are getting their jobs done in less time and more efficiently. The word is spreading and more and more people across Dollar Thrifty want to use it,” says Dan Doyle, Director, Finance Systems Support, DTG.

ORACLE® Gold Partner

Benefits:

- Enables ad hoc reporting and data inquiries without IT assistance
- Accelerates the process of supplying information to internal teams and auditors
- Eliminates time-consuming manual steps
- Reduces demands on IT for support and report creation

Solution:

JD Edwards EnterpriseOne™
running on Microsoft® SQL Server

Insight Software Suite for JDE

- Insight Reporting™

“Besides the ability to do ad hoc inquiries and sort data based on JD Edwards category codes, the other aspect of Insight that the users liked right away was the ability to put in multiple accounts at one time and query them immediately,” Funkhouser says. “In the past, you had to select a whole range of accounts and then manually pull the ones you wanted,” he explains.

In addition to the user benefits, Insight Reporting™ is saving time for IT programmers, according to Funkhouser. “Some reports could take 20 or even 40 hours to program. If we had Insight before our IT team had done all of this report writing in JD Edwards, Insight would have more quickly paid for itself,” he says.

Benefits: Fast, easy ad hoc inquiries and flexible data analysis Significant Time Savings in AP Processes

Lisa Hamilton, Staff Manager of AP Processes, reports that Insight Reporting™ is particularly useful for reporting requirements and research requests that the AP department receives on a daily basis from corporate stores in the field and from headquarters departments.

Among the many AP-related inquiries and reports run in the AP department are payment registers, balances as of specific dates, vendor activity, and vendor totals based on selected timeframes. Hamilton estimates that she saves as many as 25 hours in a single month using Insight.

“While we have a lot of reports available to us in JD Edwards, what we need might be spread across more than one report. With Insight, we can combine all kinds of information. For one report, I have to select 86 specific vendors, and with Insight, I can do that report in a quarter of the time that it took before. Plus, I can provide either summary or detailed information based on exactly what’s requested,” says Hamilton.

In addition to using Insight Reporting™ for day-to-day operations, it is also used to support strategic corporate initiatives. “For example at the end of each month we prepare a detailed key performance indicator [KPI] report for the head of our department. We look at number of invoices processed, checks printed by specific document type, among other statistics. We plan to use Insight to generate those numbers without having to go through the manual calculation process that we do today,” noted Hamilton. Looking ahead, Hamilton anticipates that the AP department will make more use of additional features in the software, like real time as-of and user defined aging, to help them further streamline their reporting.

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Dan Doyle

Director, Finance Systems Support

Dollar Thrifty Automotive Group



Time Savings and Efficiency with Insight Reporting™

Darrin Crawford, Director of Financial Reporting, says that the financial reporting group uses Insight Reporting™ as often as possible because of the significant time savings. "JD Edwards is a fine product, but it's difficult to look up a specific account and see all of the details. Insight allows us to sort based on category codes and get to information much more rapidly."

The real-time capability of Insight Reporting™ is very beneficial, according to Crawford, especially in the year-end crunch time, when every minute counts. "Now that Darrin has Insight, he answers his phone more often, because he has a tool to help him answer questions right away," jokes Doyle.

Deanna Brown, Accounting Manager, is also experiencing time savings. "The fact that Insight gives us real-time data is important because we are constantly changing information in the system. I might upload an accrual that is going to change the account that I'm researching. So it's very important that I have that information immediately. I don't have to wait, and I get the information to the people who need it more quickly," notes Brown.

Crawford says that some of the reports needed for the auditors used to take several hours to run before Insight. "Now that we have inquiries set up, it just takes minutes," he says. In fact "I've suggested that our auditors use Insight to save them time and save us money," comments Crawford.

Carolyn Foster, Accounting System Analyst, also praises the speed of Insight. Beyond just making report creation faster, Foster saves time generating allocation journal entries "For instance, I go into Insight, put in what I need, and include my calculations saving hours and maybe even days of effort," she says.

InsightSoftware.com's Solution

Insight Software Suite for JD Edwards empowers users to create simple, real-time inquiries to answer business questions. This improves productivity for reporting, analysis and reconciliations.

Companies using Insight gain quick access to information to increase efficiencies, enhance revenues, reduce costs and optimize cash flows.

The Bottom Line:

At Dollar Thrifty Automotive Group, Insight saves the accounting teams hours and even days by enabling ad hoc reporting and inquiries without IT assistance. Users praise the fact that Insight provides real-time information and eliminates time-consuming manual steps. The Insight users report that it's fast and easy to deliver the precise information requested by internal teams, auditors, and vendors. For the IT team, the demand for custom reporting out of JD Edwards is significantly reduced, so they can focus on other priorities.

Insight Reporting™ Accelerates the Financial Reporting Process

Stephanie Currington, FA Accounting Manager, explains that the Fixed Asset Department uses Insight for asset listings, retirement reports for audits and a variety of reconciliation reports, including verifying the fixed asset integrity with the general ledger, "There is a lot of work and Insight has definitely brought improvements," she adds.

"It took us hours to do things before we started using Insight Reporting™," says Currington. "Previously to audit a line in a JD Edwards FA report involved going into multiple screens and could take 15 minutes or more. In Insight, we just double click to see the details," she explains.

Currington notes that the field often requests asset listings for their specific departments, and her group uses Insight to provide this information rapidly. "We used to move the data into Excel and do some manipulation, but with Insight, we can put our columns where we want them and the whole process now takes only minutes."

Ease of Use and Rapid Training

"Insight has the flexibility to take the real-time data in JD Edwards and create the exact reports I need without added manual steps," adds Foster. "There was information I couldn't get out of JD Edwards in the past, and Insight solves that easily. Every day, I'm discovering new little tools and tricks that make Insight even more user friendly."

Currington also commends the ease of use. "Once you have an inquiry set up in Insight, all you need to do is run it, and it's in the format you need. In JD Edwards, we'd need a programmer to make custom reports for inquiries we run easily in Insight."

An added benefit of Insight has been the preservation of "group intelligence," according to Currington. "One group member who was doing the reconciliations before Insight had a lot of the process knowledge in an Excel spreadsheet. Now, in Insight, the same process is automated and everyone in the group is trained to understand how to build it and use it," she says.

Crawford praises the speed with which new employees can be trained on Insight Reporting™: "In about 30 to 45 minutes new users are able to build their own inquiries." Also, Foster notes that familiarity with one Insight module speeds training with others. "We recently had a new person move to our group from the Fixed Asset Department. He had been working with Insight Reporting™, and he was able to figure out how to use GL on his own. That was very good to hear!"

For more information please visit www.InsightSoftware.com

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