# Customer profile: The Agricultural Data Centre (Agricultural Ministry of the Republic of Latvia)
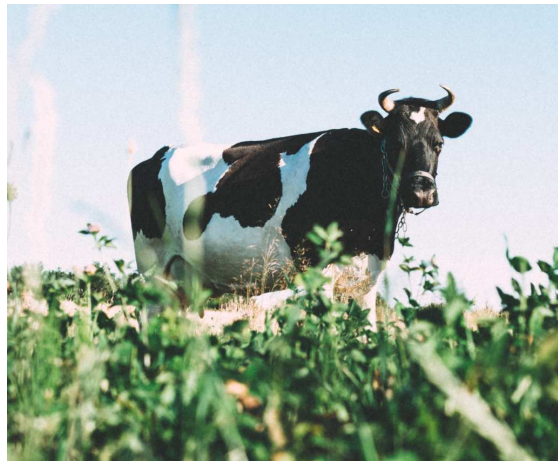
**Lauksaimniecības datu centrs**

The Agricultural Data Centre (Lauksaimniecības datu centrs, LDC) is a governmental institution, subordinate to the Ministry of Agriculture of the Republic of Latvia, which maintains a uniform database on agricultural and pet-related information. The tasks that LDC performs include collection, analysis, processing, and maintenance of various data – such as animal and herd database; milk quality test results; pedigree information; and more.

A relatively small country, Latvia ranks quite high in global ICT development and innovation rankings, and it is no wonder that LDC is also constantly looking for modern and advanced tools for efficient data processing. This is one of the reasons why in the Spring of 2014, LDC chose to implement CashManager.

One example of the data LDC has to deal with daily is incoming payments. A significant part of them comes from private persons and small farms for routine tasks such as animal and herd registration, or cattle identification set orders. A daily bank statement might easily contain several hundred transactions, and all of them have to be quickly and correctly recognized and entered into the ERP system. It is important to note that the accounting system used by LDC is Horizon from Visma Enterprise, which has various built-in statement processing methods, even some specifically aimed at governmental institutions such as LDC. However, many technical peculiarities specific to LDC pushed them to look for more advanced solutions. Luckily, CashManager proved to be the right choice.

Jelena Martovicka, the Financial and Administrative Department Manager, comments:

"Our CashManager experience started at the moment when the volume of manual work for bank reconciliation became critical, the load on accountants was enormous, and so the risk of errors arose. Our accounting software developers could not provide us with a solution that would fit our requirements. That is why we accepted the offer by IntelliSoft SIA to give CashManager a try. At the very beginning, the CashManager implementation process at LDC had a few hiccups – there were a few data-related technical challenges. However, the CashManager development team at D.Vision promptly solved all issues, and as a result CashManager was already fully functioning at LDC in just a little more than a month after the first demonstration. It also did not take long for the LDC accountants to get used to the software, which they found easy, transparent and logically organized. We were also pleasantly surprised by the very reasonable costs of the license and maintenance."

Says Judite Zile, Head of the Financial Department at LDC:

"At LDC, CashManager is set to reconcile the incoming payments with our accounting system, and it does its task well. We use the software every day, and the process is quick and precise, which is important for us. We have several accountants who use CashManager; its user's manual is very easy to understand, so nobody has ever had any struggles with using the software. If, however, we have any kind of questions, the support team is very responsive and helpful. All questions are normally resolved in just one day."

As of 2017, LDC's CashManager requirements have already changed a few times – such as after implementing a new customer invoicing system, or after identifying the need to additionally reconcile advance payments with invoices. In all cases, the CashManager support and development teams at D.Vision and IntelliSoft promptly and efficiently dealt with the new challenges.

As a governmental agency, LDC has high requirements for support and maintenance. This is yet another area where D.Vision and IntelliSoft have traditionally been strong, and LDC has not been left disappointed, too. Even though, for example, the high security requirements imposed by the government of Latvia precluded the usage of remote connection technologies, the IntelliSoft support team, backed by the development team at D.Vision, always responds quickly, and has never hesitated to come and solve any technical problems on-site in case of need. As of August 2017, however, there have been only eleven support cases recorded (or less than four per year, which is a very good

indicator given the intensity of usage), and most of them were resolved almost immediately, to provide uninterrupted usage of CashManager that is very important for LDC.

The success of CashManager at LDC encouraged the Latvian Agricultural Ministry to implement the software at yet another institution – the Institute "BIOR" of food safety, animal health and environment.

We are proud to say that every Latvian dog owner now indirectly deals with CashManager – if you live in Latvia and have a dog, payments for your pet's registration to the Government of Latvia will definitely be processed with the help of our system.

| | |
|---|---|
| **Customer name** | Lauksaimniecības datu centrs (Agricultural Data Centre) |
| **Customer type** | Governmental institution |
| **Number of employees** | 68 (2016 report) |
| **CashManager modules implemented** | Bank reconciliation (incoming payments) |
| **CashManager implementation and support companies** | D.Vision SIA, IntelliSoft SIA |
| **Number of CashManager installations** | 2 |
| **Number of CashManager users** | 5 |

"CashManager was already fully functioning at LDC in just a little more than a month after the first demonstration. We were also pleasantly surprised by the very reasonable costs of the CashManager license and maintenance."

*Jeļena Martovicka*
*Financial and Administrative Department Manager*
*Agricultural Data Centre (Lauksaimniecības Datu centrs)*