

Spartan Automates Operations with a Scalable ERP Foundation

DCG transformed Spartan from a fragmented QuickBooks environment into a scalable, data-driven ERP environment that enables automation and confident growth.



About Company

Spartan Carrier Group is a global transportation and logistics company focused on delivering reliable, efficient freight solutions. Operating in a high-volume, fast-moving industry, Spartan supports complex fleet, dispatch, and financial operations that require accuracy, speed, and scalability to meet growing customer demand.

Business Overview

As Spartan scaled its logistics operations, its core systems struggled to keep pace. Finance, fleet, and operational workflows were fragmented across QuickBooks, Excel, and disconnected platforms, creating inefficiencies and limiting visibility into business performance. High transaction volumes, complex invoicing, and cross-system dependencies made it increasingly difficult to maintain accuracy and speed. Leadership needed a unified ERP foundation that could centralize operations, deliver trusted financial and operational insights, and support growth without increasing headcount or operational risk.

Business Challenge

Spartan faced structural and operational challenges that directly limited scalability and decision-making:

- **Fragmented Systems & Data Silos** : Finance, fleet, and operational data existed across disconnected systems, preventing a unified view of performance.
- **Manual Processes at Scale**: AR/AP, invoicing, and operational data required extensive manual entry, increasing errors, delays, and the effort required for reconciliation.
- **Unreliable Reporting & KPIs**: Inconsistent data sources made it difficult for leadership to trust financial and operational metrics.
- **Scalability Constraints**: Existing systems required linear increases in effort and headcount to support growth.
- **Inadequate ERP Foundation**: QuickBooks lacked the capability to support the complexity and transaction volume of a growing logistics business.



Technology & Approach

How DCG Powered Recovery

DCG didn't just implement Business Central (BC); we reset Spartan's operating model. Instead of jumping straight into automation, we deliberately held the pace to rebuild the foundation: centralizing data, stabilizing workflows, and establishing trust in financial and operational reporting first.

By sequencing the transformation through SPEAR, Spartan moved from reactive, manual operations to a structured system of record, where every step, from reporting to automation, was introduced only when the business was ready to sustain it.



Critical Implementation Milestones

- Completed end-to-end As-Is analysis across finance and operations to expose process gaps and dependencies
- Delivered and aligned on the L3 Requirements Traceability Matrix (RTM), ensuring every requirement was defined, tracked, and validated
- Built a phased L4 Gap Analysis and roadmap, sequencing initiatives based on business readiness
- Deployed Dynamics 365 Business Central as the system of record for finance and operations
- Implemented core integrations early to eliminate manual AR/AP entry and stabilize data flows
- Introduced batch posting and invoice automation after process validation
- Prevented scope creep by governing decisions through SPEAR artifacts rather than ad hoc requests
- Ensured every milestone aligned with operational maturity



Strategic Wins

- Unified finance and operations into BC, eliminating fragmented reporting and decision-making gaps.
- Enabled leaders to operate on trusted, real-time KPIs, shifting to proactive decision-making.
- Spartan can now scale operations with a clear roadmap from Performance → Excellence → Automation, rather than reacting to system limitations.
- Stabilized the processes, reducing risk during rapid expansion and new client onboarding.
- Shifted from tool-based operations to a structured operating model aligned with long-term growth.

How SPEAR Made the Difference

DCG's proven SPEAR methodology served as a decision-control system, ensuring Spartan moved forward only when the business was ready.



Surveillance

1 Replaced fragmented QuickBooks and Excel data with a single, trusted system of record, eliminating guesswork and reconciliation chaos.



Performance

2 Introduced reporting only after data could be trusted, giving leadership their first reliable view of financial and operational health.



Excellence

3 Standardized core workflows like invoicing and batch posting, removing inconsistencies before scaling them.



Automation

4 Applied automation selectively, only where processes were proven, avoiding rework, and data was sustainable.

SPEAR

Requirements & Roadmap

Used L1-L4 artifacts to continuously refine scope and align execution with business maturity.



Key Benefits

Automated Entries

Removed hundreds of AR/AP entries per cycle, reducing system errors and freeing up accounting capacity.

Streamlined Invoices

Converted 1,200+ line invoice processing from a multi-day manual effort to streamlined automated workflows.

Scalable Growth

Enabled Spartan to double transaction volume without increasing accounting headcount

Faster Reporting

Shifted from weeks-long reconciliation cycles to trusted reporting available within days.

Data Integrity

Eliminated dual-system inconsistencies and established process maturity before automation, reducing errors and avoiding rework