



The Client

Leech Lake Gaming is the largest casino operation in northern Minnesota — where the Ojibwe, or Chippewa, migrated in the 1700s. It manages three casinos and two hotels for the Leech Lake Band of Ojibwe. Formed during the advent of the Indian Gaming in the 1980s, it is governed by a five-member Reservation Tribal Council elected by tribal members.

Pain Points & Challenges

- Outdated and non-integrated software
- Non-supportive infrastructure and hardware
- Manual, inefficient and disconnected processes

Pragmatek Solutions

- Business Process Technology Alignment (BPTA) to fix and align processes
- Software selection and turn-key implementation management
- Leadership coaching and strategy development
- Training for 400+ employees
- Change management tools application
- Continuous improvement culture development

The Payoffs

Microsoft Pinnacle Award

One of 17 awarded worldwide; Fast Track Excellence; Dynamics GP implementation

+ \$1.5 Million Saved

Financial processes, purchasing, inventory

Continuous Improvement

A self-sustainable culture of continuous improvement through training in negotiations, business process technology alignment and improvement, metrics development and project management.

SAVINGS:	
 Electronic Reqs	\$761,600.00
 Flash Reports	\$15,600.00
 Human Resources	\$120,000.00
 Accounts Payable	\$161,104.00

From the Client

“We partnered with Pragmatek to help us transform our systems and processes to a highly efficient and integrated environment. More importantly, they gave us the skills to negotiate favorable agreements, manage projects effectively, measure the results of our efforts and to sustain a culture of continuous improvement.”

**-Mike Auger,
Director of Gaming Operations**