

Success Story

Hope's Home opens the door to its digital future

IWI Consulting Group helps Canadian nonprofit achieve an even higher level of operational excellence

“Demonstrating our operational excellence helps us compete for those limited funds and propel our mission forward.”

Sudesh Galhenage
CFO, Hope's Home



The Challenge

A long-time user of Sage 50, Hope's Home found that the application couldn't support its digital transformation initiative.



The Solution

Hope's Home selected Sage Intacct as its next-generation solution, and IWI Consulting Group as its implementation and support partner. Hosted in a Canadian data centre, the solution powers the organizations efficiencies.



The Outcomes

Sage Intacct is designed to meet the needs of dynamic nonprofits like Hope's Home. The organization is using the platform to build higher levels of operational efficiency and empower its skilled finance team.

- Finance department is completely paperless.
- Remote access improves collaboration and supports mobile and work-from-home team members.
- Integration with best-of-breed expense management, time and attendance, and CRM applications extend the value proposition.



Sage Business Partner

Company
Hope's Home

Location
Saskatchewan, Canada

Industry
Nonprofit

Sage Products
Sage Intacct

Sage Partner
IWI Consulting Group



About Hope's Home

Hope's Home provides necessary care for children with complex medical needs, their siblings, and typically developing children in the community.



There's no place like hope

Hope's Home provides vital, skilled, compassionate care for children with complex medical needs. Founded in 2005 by Jacqueline Tisher, offering skilled daycare in the founder's home, the organization has grown into four locations with more than 300 employees and a \$15 million budget. With that growth comes increased fiscal responsibility and accountability. That's why when the organization looked to replace its legacy accounting application, it selected Sage Intacct, implemented and supported by IWI Consulting Group.

A Canadian cloud

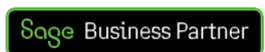
Sudesh Galhenage, CFO for Hope's Home, explains that the organization was ready to move to a modern, cloud-based solution a few years ago and had spoken to their Sage business partner, IWI Consulting Group, about migrating from Sage 50 to Sage Intacct. "At that time, however, Sage didn't have a Canadian data centre online. It is essential for us to have our organization's data held in Canada. So, we waited."

When IWI Consulting Group called them with the news that Sage had opened a Canadian data centre, the organization took a significant step forward with its digital transformation initiative.

Legacy system outstayed its welcome

For years, Hope's Home relied on Sage 50. "We were stretching its capabilities," recalls Sudesh. "So much of our reporting took place in spreadsheets because our requirements had grown too complex for Sage 50. In addition, many of our workflows were manual, time-consuming, and prone to error. It reached the point where we couldn't grow any more without adding additional staff, and the staff we had weren't working as efficiently as they could be."

When the call came that Sage had opened a Canadian data centre, Hope's Home was ready to move. "However, it wasn't a decision we made lightly," Sudesh clarifies. "To a nonprofit, every penny is gold. We are obligated to ensure that the administrative investments we make are viable and provable. We learned enough about Sage Intacct to know that it had the potential to generate a solid return on investment for Hope's Home, and IWI Consulting Group has long been a trusted partner of our organization so we felt confident in the move."





Automated workflows and other efficiencies provided by Sage Intacct allow Hope's Home finance department to be completely paperless.

Leaning on technology

Hope's Home recognizes that to be successful in their mission, they must seek out efficiencies on every level. Sudesh cites the example of the procurement of medical gloves, an item Hope's Home buys tens-of-thousands of each year. "Before, we weren't tracking our item purchases in detail," he says. "Now, armed with that detail, we expect to be able to go to our suppliers and negotiate better volume pricing. It's simple, smart, and effective. By minimizing our overhead, removing paper, and automating workflows, we've all gained a better work-life balance. Our staff can work remotely when needed and the work still gets done. It's been an especially great option for our employees that have young children. Sage Intacct became a benefit for our employees, and that makes it even more valuable to the organization."

Paperless automated workflows

Sage Intacct allowed Hope's Home to eliminate every paper-based process in its finance department. "We digitize any incoming paper documents, speak to our suppliers about billing us electronically, and share reports by PDF," Sudesh explains. "In doing so, we've gained better visibility into our spending across locations which helps us optimize our purchases and minimize waste."

In fact, it's the digitalization of the organization's purchasing workflows that delivers some of the most significant benefits for Hope's Home. Previously, purchasing was an entire manual process with email requests flying around and no organized way to track the requests or the required approvals. "There was lots of paper involved, I do remember that," says Sudesh. "And it was always a struggle to match the requisition to the purchase order and then the purchase order to the invoice." Now, the purchasing workflow is wholly paperless and automated within Sage Intacct. Staff members create a requisition request that gets automatically routed to the required managers for approval. All the account numbers, part numbers, and vendor information are validated during the workflow so when it gets to the accounts payable team, the heavy lifting has been done, speeding processing times and improving accuracy.

Reporting delivers insight and boosts collaboration

Reporting had always been challenging for Hope's Home using Sage 50. As a result, Sudesh and his team exported data from the accounting application and imported it into Excel to create the necessary reports. "We've now eliminated those spreadsheets," says Sudesh. "We're able to create the exact reports we need from within Sage Intacct. We can also easily share the reports with internal and external stakeholders, improving communication and collaboration. It's been really helpful to include statistical data, such as the number of children served, in those reports as well."

Elevate the employee experience

An early advantage Hope's Home noticed with Sage Intacct is that the inherent efficiencies and automated workflows in the application convey a level of respect to the organization's professional staff, especially the Finance team. "We have an extremely talented team of professionals here," Sudesh says. "They are too smart and too skilled to spend time performing duplicate data entry. Now they can spend their time and talents more strategically."



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Integration extends value proposition

The organization’s digital transformation includes incorporating best-of-breed applications that integrate with Sage Intacct. Among the integrations Hope’s Home has implemented or plans to are solutions for time and attendance, expense management, fixed asset tracking, and a daycare-specific CRM. “IWI Consulting Group has been very helpful as we select and implement these complementary solutions,” says Sudesh.

Propel the mission forward

Sudesh praises the skill and experience of the team at IWI Consulting Group. “They’ve done a lot of work with nonprofits, so they had a deep understanding of how we operate and what type of reporting and workflows we would need. They were so much help to us. I would definitely recommend finding a talented and patient partner like ours.”

He concludes, “Sage Intacct has been an extremely helpful tool as we continue our digital transformation. During these challenging economic times, everything is going up — except funding levels. Demonstrating our operational excellence helps us compete for those limited funds and propel our mission forward.”



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