



Healthcare Company Turns to GP for Reliability and Efficiency

Overview

Country or Region: United States
Industry: Healthcare – nursing homes, hospices, home healthcare, pharmacy, x-ray, rehab

Customer Profile

Grace Living Centers is a 40-company healthcare management company based in Oklahoma. Their 40 managed companies cover a 5-state region and employ 2500 people.

Business Situation

Grace Living Centers was running their business operations on a custom-developed Unix accounting platform. Every update resulted in software glitches, and it was inefficient to manage 40 companies separately. They needed to standardize with off-the-shelf, reliable software.

Solution

Microsoft Dynamics GP coupled with Binary Stream Multi-Facility processing provided the reliability the company needed along with an efficient way to manage 40 companies under one accounting department, paying 2500 employees in 5 states.

Benefits

- Stability, reliability of their accounting platform with no worries about custom fixes after each update
- Increased productivity of accounting staff
- Improved reporting data – plus ease of use

Business Situation

Grace Living Centers knew something had to change. Their non-Windows-based accounting package was cumbersome. It was customized to accommodate 40 different companies, 2500 employees, covering 5 states, under one corporate accounting department, but each user had to log in and log out of each company in order to process every accounting transaction. It seemed that every update caused something else to break. The programmer responsible for updates on their custom software unexpectedly passed away; now who would update their accounting package?

It was the perfect time to research a better solution. The Controller, Terri Kirk, looked into three leading accounting packages, and Microsoft Dynamics GP was clearly the best option.

The Solution

Aztec Systems Inc. led the company through a comprehensive review of all the processes and procedures needed to streamline their accounting. The goals were simple: to increase reliability and productivity through easy-to-use, off-the-shelf ERP software replacing their Unix-based custom software. To accommodate 40 separate companies they integrated Binary Stream Multi-Facility processing from a Certified Microsoft Dynamics software development partner. Aztec worked with the internal staff to determine a phased transition to their new Microsoft Dynamics GP system. Accounts Payable could be converted immediately, but payroll was phased in with a pre-conversion duplicate processing done at several sites to ensure the accuracy of the data. Everyone knows, you don't mess with payroll! If there were any payroll issues/questions, one call to Aztec and the team was "on it" immediately. The internal staff at Grace Living Centers wanted to take on some of the transition tasks themselves, but other work was done by the Aztec team. "The transition went better than I expected," remarked Controller Terri Kirk. "I appreciated the way Aztec worked hand-in-hand with our team. They let us do the projects we were able to take on ourselves, but they were there for the lion's share of the work."

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Benefits

The smooth transition was just the beginning. Grace Living Centers streamlined their accounting processes significantly providing an immediate return on their investment. The 7-person accounting department can handle all 40 companies easily now. One of the biggest challenges was solved: processing payroll for 5 states, and with their Missouri/Kansas location, a single employee may work in two different states and for several facilities. In addition, it is now simple to add a new company and it does not require a programmer! Reporting capabilities were improved. The data available allows management to make better business decisions, plus the reports are easier to produce and maintain.

Aztec continues to help Grace Living Centers progress and grow their business. They take advantage of the monthly Aztec University Webinars covering various Microsoft Dynamics GP topics. Not only are these free online courses 100% pertinent to the work they actually do, they always come away with great ideas and tips.

As changes unfold in the nation’s healthcare programs, Grace Living Centers is ready and waiting to respond to the challenges they will face in the ever changing healthcare industry.