

Energising and Evolving Finance at a 100-Year-Old Organisation

Lutheran SeniorLife

Challenges

Moving from Transactional Accounting to Analytical Decision Support

With a rich 100-year history of serving seniors and their families through a variety of health, wellness, and social services, Lutheran SeniorLife's business has expanded significantly over the years. Most recently, the nonprofit acquired some organisations that provide visiting nursing and human services, each of which used different accounting systems. With this increasing complexity, Lutheran SeniorLife's chart of accounts and financial processes were getting out of hand, and its finance team decided to centralise core functions and move all 24 entities onto one robust platform.

Around this time, the organisation also migrated its clinical system to HealthMEDX, and went in search of a user-friendly financial management solution that could connect with its new software to help improve productivity across the board. "We wanted a platform that would build on the basic capabilities of our legacy system, with the addition of rich reporting and a more integrated multi-entity general ledger," said William Thompson, accounting manager at Lutheran SeniorLife. "We chose Sage Intacct over Oracle and Microsoft Dynamics for its flexibility and ability to eliminate manual work in support of our goal – to transform the traditional approach to finance, and alter the mix of our finance team's skills towards more financial analysis, risk management, and forecasting."

Solutions

Simplified Workflows Boost Finance Efficiency 30%

After implementing Sage Intacct, Lutheran SeniorLife's finance team immediately streamlined several processes and went paperless, increasing efficiency by at least 30 percent. For example, they eliminated manual accounts payable (A/P) and payroll data entry, started issuing multi-entity vendor payments rather than cutting separate checks from each affiliate location, and automated all inter-company transactions, budgeting, accounts receivable (A/R), employee expense reimbursement, and inventory management. In addition, the organisation improved its internal controls by establishing easy online approval workflows for purchasing, general ledger entries, and the release of restricted funds from its foundation.

"With Sage Intacct, we're tearing down walls and gaining transparency into both our spending and collections across all locations and thousands of employees. As a result, we decreased days sales outstanding (DSO) by around five percent and improved our cash flow over ten percent," shared Thompson.



Company Overview

Lutheran SeniorLife provides the finest living communities and care options for seniors, as well as community-based health, wellness, and social services in Western Pennsylvania. A social ministry organisation of the Evangelical Lutheran Church in America, its mission is to provide opportunities for elders to experience a more Abundant Life® regardless of their physical condition or financial circumstances.

Executive Summary

Previous Software:

- NTT Data NetSolutions
- Microsoft Dynamics SL
- QuickBooks

Results with Sage Intacct:

- Accelerated expansion decisions, contributing to >4% revenue growth
- Improved cash flow 10% and operating revenue >2%
- Increased finance team productivity >30%

