

Sage Offers Cross-Platform Solutions for Crossroads

Since 1978, Crossroads Diversified Services, Inc., a not-for-profit organization based in Sacramento, California, has provided employment opportunities for persons with disabilities. The company comprises two divisions: Crossroads Employment Services focuses on finding its clients rewarding employment and supporting the businesses that hire them; Crossroads Diversified Services is responsible for governmental and commercial janitorial, landscaping, and floor refinishing services in the greater Sacramento area.

Inadequate Accounting Software Hinders Staff Efficiency

In 2003, Crossroads created job opportunities for 712 people with disabilities, and the company's inflexible accounting system could barely keep up. "We were using a package that was inadequate to manage our accounting processes or keep pace with our growth," says Bill Walters, CFO at Crossroads Diversified Services. "Our personnel were performing routine accounting procedures in Microsoft® Excel® and were often tied up with tedious, repetitive procedures that compromised our ability to produce reports and effectively manage our payables, receivables, and payroll. Month-end closing typically took from 30 to 45 days to complete.

"Once we had a receivables total of \$15,000 that disappeared, but the system didn't allow us to drill down into the database to find where it went. Staff had to create reports by pasting together data from different sources. We had difficulty performing reconciliations in a timely manner and occasionally had to send the entire database to a consultant to find the source of a reconciliation problem. Producing payroll for 145 employees between the two companies was also very time-consuming. It became very clear that we had to change to a more flexible and powerful accounting system to resolve these issues and make us more efficient."

Sage Delivers Incomparable Flexibility and Value

After examining accounting products from several vendors, Crossroads selected Sage ERP Accpac. "Sage ERP Accpac offered the best price-to-performance value of the three packages by a wide margin," says Rick Chase, director of sales at Vintage Business Solutions (VBS), the Sage Business Partner that helped Crossroads select and implement its new Sage ERP Accpac solution.

Customer

Crossroads

Diversified Services

Industry

Employment/Facilities
Support Services

Location

Sacramento, California

System

Sage ERP Accpac



Challenge

Crossroads was severely burdened by tedious, repetitive procedures that made payables, receivables, payroll processes, and report generation inefficient.

Solution

Sage ERP Accpac provides Crossroads with robust accounting and reporting capabilities in a flexible and affordable system.

Results

With its new system in place, Crossroads dramatically improves overall productivity and efficiency, specifically in processing accounting data and in producing month-end financial statements.

“We require tight accounting for contract allocations,” says Walters. “For example, when one staff person works on multiple contracts, we must allocate for each contract. We quickly discovered that Sage ERP Accpac enables us to drill down into the database to get the data we need to determine the profitability of each contract. We are also able to customize our reports to comply with their guidelines. Sage ERP Accpac offers us the flexibility to do this with ease.”

Crossroads employs a Dell® PC-based server with special software to run Sage ERP Accpac on its existing Macintosh computer system, saving a great deal of money by eliminating the need to convert to PCs. In addition to saving valuable dollars, the new system allows the company to be far more efficient and organized than in the past.

“We can extract much more data without having to reenter any information onto a Microsoft Excel spreadsheet,” says Walters. “In minutes, if we spot a questionable number in a report, we can locate the source of the number and correct it. In major functional areas, we are experiencing improved productivity, especially in getting the monthly financials out. With less time spent on preparing manual spreadsheets, we have the time to enhance our efficiencies in other areas.

“Sage ERP Accpac is to be saluted for the design of the system, which provides so much flexibility and has enabled us to conduct our business much more efficiently than before,” says Walters.

“You always cross your fingers with a new system, since so many companies overpromise and underdeliver. Sage ERP Accpac has delivered on all of its promises.”

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—Bill Walters
CFO
Crossroads Diversified Services

About Sage North America

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