

Success Story

Financial visibility helps medical professional association save more lives

North American Transplant Coordinators Organization

“When I first joined North American Transplant Coordinators (NATCO), we were losing money. Since implementing Sage Intacct, we’ve been solvent every year because our board can now see where we’re doing well and what we need to fix. Their whole attitude about the future of the organization changed once they had valuable financial information they could actually make decisions with. Bottom line, Sage Intacct is helping us save lives.”

Donna Dickt
Executive Director, NATCO



Company overview

North American Transplant Coordinators Organization (NATCO) is a 40-year old membership organization providing education, training, and professional development support to 1,400 organ donation and transplantation professionals.

Results with Sage Intacct

- Visibility and efficiency gains helping the organization save more lives.
- Reversed continual losses and made organization solvent.
- \$40,000 per year gain from ability to locate and fix unprofitable program.
- Avoided the cost of hiring 3-4 people in the accounting department.
- Able to complete an audit in one week.

Sage

Company
North American Transplant
Coordinators Organization

Location
Virginia, US

Industry
Nonprofit

Sage Products
Sage Intacct





Building a solid financial foundation from scratch

NATCO, the organization for transplant professionals, is committed to saving lives by advancing organ and tissue donation and transplantation. The association empowers transplant professionals to achieve their highest potential by uniting members, advancing education, and promoting research and advocacy. Previously, NATCO's volunteer board focused on this strategic vision while outsourcing day-to-day financial operations, memberships, sponsorships, and program registrations to a third-party association management company. After a decade of outsourcing and losing money year over year, the board decided to bring financial and operations management in-house and hired dedicated managers to run the organization.

Donna Dick, NATCO's executive director, implemented new infrastructure and processes from the ground up, starting with Sage Intacct for financial management. She remembers, "We operate as a virtual office with a lean team who wear lots of hats, so it was critical to gain control and transparency quickly. I was already familiar with Sage Intacct and knew that its cloud-based automation and flexible reporting were just what we needed."

Over the past four years, NATCO's transformation has been dramatic. Sage Intacct ensures maximum efficiency and delivers insight into which programs are profitable and which are losing money. By using this insight to make adjustments, the organization turned one program's \$30,000 of annual losses into \$10,000 of profits that it now invests in other life-saving programs.



Sage Intacct replaced highly inefficient manual processes eliminating the need to hire an additional 3-4 people.

Enabling one person to manage the work of four

Sage Intacct replaced highly inefficient manual processes – such as mailing contracts or invoices back-and-forth for approval signatures – with automated, simple, online workflows so there's no more waiting days for approvals. NATCO maintains these checks and balances by giving the board, president, and treasurer role-based permissions to access the financial system. They can log into Sage Intacct anytime, anywhere and instantly review payments, reconciliations, financial statements, and more. And since these healthcare board members are not financial experts, Donna appreciates how simple the system is for them to use. She created a dashboard and email notifications, so they can quickly log in to see a running cash balance, along with any purchases or other transactions that require their approval.

“With our old outsourcing provider, we got support from a big accounting team, but they weren't 100% focused on NATCO. Now with Sage Intacct, I can handle our finances by myself and still keep up with all of my other management responsibilities,” notes Donna. “If we didn't have such a strong financial system, we'd need a staff of three or four full-time accountants at an annual cost of \$230,000,” Donna adds.

A prime example of these time savings comes each year during the organization's audit, which used to take one month and now takes only one week. By giving the auditor view-only access directly into Sage Intacct, with the ability to audit every single transaction if needed, Donna freed up days she would've spent answering his questions and documentation requests. She also appreciates the system's unique, multi-dimensional general ledger, which captures the business context of each transaction. “The Sage Intacct chart of accounts allows me to easily set up separate reports or budgets for any of the 16 program I report on. There's nothing difficult about it. Within seconds I can generate separate operating statements that tie directly to my financial statements. I no longer need to spend hours transferring data to spreadsheets and double checking that it ties to my general ledger,” she said.



Gaining financial transparency to reach solvency and save more lives

NATCO offers numerous education programs for various experience levels, as well as publications and other materials to ensure that practitioners stay on the cutting edge of developments and technologies in organ transplantation. However, before Sage Intacct, its board had no real-time reporting or visibility into these programs. With newfound insight into program-specific metrics, Donna identified which programs were operating at a loss and uncovered data that helped the organization's leaders take control, proactively manage operations, and make sustainable decisions to advance NATCO's mission.

"Instead of just looking at the organization as a whole, Sage Intacct sheds light on which programs are profitable and which aren't," said Donna. "For example, we learned that our journal was losing \$30,000 per year. This led us to renegotiate contracts and get a new publisher, resulting in a \$40,000 gain, which is huge for our small organization. It means we're not eating into our reserves anymore and can put those funds towards other life-saving programs," Donna adds.

The flexible reporting in Sage Intacct also delivers departmental financials at the push of a button. Rather than waiting for an annual financial summary from the management company, NATCO's board now gets granular project details and budget updates every month, or whenever they ask. "We are better managing our organization as a direct result of using Sage Intacct to see where our financial strengths and weaknesses are," said Donna. "If you can't provide your Board of Directors with useful financial information, then your accounting system is not worth anything," Donna concludes.



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