

Success Story

Streamlining financials strengthens communities

Moving to Sage Intacct allows The Family Centre to direct hundreds of thousands more toward its mission

“This is a huge cost savings for us. And more importantly, it allows us to build a stronger team and a better workplace.”

Stephanie Kolibaba, CPA, CGA

Director of Finance & HR, The Family Centre



The challenge

The Family Centre's existing financial system was overloaded. Manual processes consumed valuable time, and reporting was an ongoing challenge. They needed a modern, scalable solution to streamline operations and allow them to maximize resources.

The solution

Using Sage Intacct, The Family Centre has automated workflows, improved reporting, and simplified financial management. The cloud-based solution reduces manual tasks, enhances efficiency, and allows staff to focus on strategic initiatives that directly impact their community.

Results with Sage Intacct

Sage Intacct helped The Family Centre transform its financial operations, increasing efficiency and freeing up resources for more strategic tasks.

- Hundreds of thousands of dollars saved by absorbing workload without adding finance staff.
- Bank reconciliations now take 30 minutes instead of a full day.
- Year-end close is three weeks faster, improving financial oversight.
- Streamlined reporting powers real-time insights for faster decision-making.
- Direct integration with payroll application saves equivalent of two full-time employees.

Organization
The Family Centre

Location
Alberta, Canada

Industry
Nonprofit

Sage Products
Sage Intacct

Sage Partner
Asyma Solutions Ltd.



THE FAMILY
CENTRE

About The Family Centre

The Family Centre of Edmonton has been strengthening individuals and families for over 80 years through wraparound support services, including mental health counseling, family reunification, and Indigenous cultural practices. As one of Edmonton's largest United Way partners, the organization provides essential resources such as counseling, coaching, and school-based programs to those in need. With a dedicated team of 250 staff, The Family Centre's programs reach over 20,000 individuals each year, fostering resilience and well-being across the community.

Sage



80 years of community impact

The Family Centre of Edmonton, Alberta has spent more than 80 years strengthening individuals and families through a unique, wraparound approach to care. Their work spans social services, mental health, and family support, embedding coaches and family workers throughout the community. They provide essential crisis services, ensuring that anyone in need can access help, regardless of insurance or financial status. Their work also extends to Indigenous practices, helping reunite families long before truth and reconciliation became a national priority. Each year, more than 20,000 receive supportive help and care from The Family Centre.

With 250 employees, multiple locations across Edmonton, and an annual budget of \$24 million, The Family Centre needs financial systems as strong as their mission. Their previous system, Sage 300, struggled under the weight of their transactions. “It almost seemed like there was smoke coming out of it,” says Stephanie Kolibaba, Director of Finance and HR. Reporting was a constant battle, payroll was riddled with inefficiencies, and workarounds were the norm. The tipping point came when it was announced the payroll application they were using would no longer be supported, prompting the organization to reevaluate its entire financial infrastructure.

Rather than simply replacing their payroll system, The Family Centre took a step back and asked a bigger question: What if they could overhaul their financial system as a whole to better serve their mission? With the help of their Sage business partner, Asyma, they zeroed in on Sage Intacct. This cloud-based, scalable, and intuitive solution could handle the organization’s complex reporting needs and streamline operations across all departments.

From overwhelmed to optimized

Switching to Sage Intacct marked a turning point for Stephanie and her team. Reporting, once a painstaking process of running multiple reports and massaging data in Excel, is now seamless. “I love the reporting in Sage Intacct,” Stephanie says. “I can drill down into transactions, see where numbers are coming from, and automate reporting packages. Before, I needed four or five reports just to piece things together. Now, it’s all in one.”

The Sage Intacct dimensions feature allowed them to revamp their chart of accounts, simplifying 3,600 accounts down to just 300. “It’s so much cleaner and easier to analyze,” Stephanie explains. “We’ve added intentionality to how we record data, which leads to better insights and decision-making.”



The Family Centre is funneling the resources its saved as a result of its move to Sage Intacct back into its mission of creating healthy, connected communities.

Payroll processing, once a burdensome process requiring triple data entry, has been fully optimized. The Family Centre selected a new payroll application that integrates directly with Sage Intacct. As a result, it was able to reallocate two full-time administrative positions simply by automating payroll and timesheets. “We went from five people handling payroll administration to just one,” Stephanie notes. “Now, that time is spent on more meaningful work that actually impacts our mission.”

Eliminating bottlenecks and boosting productivity

The time savings stemming from the move to Sage Intacct have been astounding. Bank reconciliations that once took an entire day now take just 30 minutes. Year-end close, which used to drag on for weeks, has been shaved down by three full weeks. And the financial team no longer spends an entire day stuffing and distributing paper checks—everything is digital.

Beyond time savings, the financial impact is profound. By leveraging Sage Intacct, The Family Centre has absorbed increasing workloads without adding additional finance staff, likely saving hundreds of thousands of dollars over just a few years. “If we were still on our old system, we’d have needed at least two more staff members by now,” Stephanie says. “Instead, we’ve been able to redirect resources where they’re needed most—toward serving our community.”

Empowering teams with smarter systems

The efficiencies gained have had ripple effects far beyond the finance team. Training new staff is easier because the system is so intuitive. “Even staff members who aren’t accountants picked up the system right away,” Stephanie says. “You don’t need extensive training just to find an invoice or run a report.”

Perhaps the most significant change is Stephanie’s own role. Thanks to the operational efficiencies Sage Intacct provides, she has been able to take on HR responsibilities in addition to finance—effectively doubling her role without adding (too much) stress. “The finance side is so smooth now that I actually have time to focus on the people side,” she says. “This is a huge cost savings for us. And more importantly, it allows us to build a stronger team and a better workplace.”

The ability to work strategically instead of getting bogged down in manual processes has also improved the staff’s work-life balance. “We can do more and have a bigger impact,” Stephanie says. “Less time copying and pasting, more time analyzing what the numbers mean. That makes a difference.”

Resilient, agile, and mission-driven

By embracing Sage Intacct, The Family Centre has positioned itself to navigate financial complexities with confidence. They have the data integrity, scalability, and automation needed to focus on their mission without being weighed down by administrative inefficiencies.

With real-time financial insights and streamlined operations supporting a heightened focus on their mission, The Family Centre continues to provide vital services to the community, making the most of every dollar and every hour. “We have to do more with less,” Stephanie says. “That’s the reality of nonprofit work. But with Sage Intacct, we’re doing it smarter, more effectively, and with a bigger impact than ever.”



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