

CUSTOMER SUCCESS

Sage helps operator of
senior living facilities
find a new way to grow

*Atlanta-based Arbor Company used
Sage Business Cloud to streamline its
processes and double in size*



The Arbor Company is an Atlanta-based operator of more than 40 independent living, assisted living and memory care communities in the senior living industry. Inefficiencies with its accounting and financial reporting placed heavy strains on the accounting staff, forcing Arbor to search for a solution. With the help of Sage 100cloud, Arbor solved its accounting challenges and allowed the company to more than double its operations in just five years.

The Arbor Company has seen tremendous change in the senior living industry since its inception in 1988. Chris Harper, VP of Communications, explains, "In the past, the only options for seniors were nursing homes. Now, options such as assisted living and independent living are available, offering a more upscale atmosphere that is not geared only toward providing quality care. We are geared toward providing a full array of activities to enhance people's lives as they age in place."

Company

The Arbor Company

Location

Atlanta, US

Industry

Health Care, Senior Living Management

System

Sage 100cloud

Partner

Emerald TC



The company also services two sets of clients. The first set are the residents and their families. The second set are the investors, the owners of each property.

“At Arbor, we are known to residents and families for our service and company culture and we are known in the investor community as being excellent managers of their communities and easy to work with,” says Hooper.

The challenge

When asked how he defines his professional success, CFO Andy Litton describes it as “helping people perform their jobs more efficiently and effectively, and [helping to] provide clear insights into the data that drives the business from not only a financial perspective, but also from a quality, service, and people perspective.”

But prior to Sage, Arbor accountants were struggling to succeed. “Nothing was tied together,” says Litton. “Everything from intercompany transactions to posting of payroll to billing was a manual process. It was an inefficient process that, frankly, made the accountants miserable.”

That wasn’t Arbor’s only area of struggle. Generating reports for investors took weeks. And with the high amount of manual entry, those reports were at an increased risk for error.

The solution

Arbor enlisted the support of partner, Emerald TC, to advise them on how best to start automating its processes. "They had 8 companies that they were processing separately," says Emerald TC owner Cherry Williamson. "It was very time consuming and not scalable for growth. We listened to the issues and identified the solutions that would streamline the business' processes, scale for growth, and save time."

When it came to choosing the appropriate software, the decision was clear. "They already owned MAS 90," says Williamson. "So we migrated them to Sage 100cloud with the added functionality. This solution did not disrupt the business, and the benefits were huge."

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Andy Litton, CFO, The Arbor Company



Since the implementation of Sage 100cloud, The Arbor Company has seen nothing but positive change. Job satisfaction for accountants has not only increased exponentially, each accountant is now able to handle a much larger case load, translating to money saved for The Arbor Company.

Arbor's report generation has also seen positive transformation. "The quality of the information we provide and the confidence our customers have in the accuracy of our reporting has significantly improved," says Litton.

“Sage has allowed us to grow from 19 communities to 44 in just the five years that I’ve been here.”

Andy Litton, CFO, The Arbor Company



The bottom line

When asked if Arbor’s investment was worth it, Litton doesn’t hesitate: “Given the size and the revenues of our company, and the cost to implement Sage, the return on investment is exponential.”

Litton also states, “Sage has allowed us to grow from 19 communities to 44 in just the five years that I’ve been here.”

The future

The last five years have been filled with growth, a welcome benefit from moving to Sage. But, at least for the moment, continuing at this pace is not in the plans for the near future.

Chris Harper likens the company to a puppy that needs to grow into its size. At least for now, The Arbor Company plans to enjoy where they are while focusing on refining processes within its existing framework.

And these plans suit Litton just fine. As he says so eloquently, “With Sage, the future is bright.”



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Business Cloud