

Success Story

Banfield Foundation boosts finance efficiency by 50% with Sage Intacct

Non-profit improves operations and scales its impact through automated reporting and real-time financial visibility

“I used to spend so much time on reporting—now, everything I need is right at my fingertips.”

Alison Benninger

Controller, Banfield Foundation



The Challenge

Managing finances across multiple entities was becoming unmanageable with Oracle NetSuite. Month-end close took three days, reporting required excessive manual effort, and consolidating financial data was inefficient. As complexity increased, NetSuite's rigid structure made it clear that a more scalable, agile solution was needed.



The Solution

Sage Intacct enabled automated reporting, consolidated data, and smooth integration with existing systems. By simplifying workflows and offering real-time financial insights, the platform reduced manual input, improved decision-making, and allowed the Foundation to scale without compromise.



The Result

Banfield Foundation significantly reduced its month-end close time, automated tedious tasks, and gained greater financial transparency. This helped the team to reallocate resources to mission-driven work, ensuring more pets received the care they needed.

- 50% increase in efficiency.
- Month-end close reduced from three days to one.
- Consolidation of multiple entities.
- Freed up resources to focus on mission impact.
- \$80,000 reallocated from staffing to critical veterinary care.

Sage

Company
Banfield Foundation

Location
Washington, US

Industry
Non-profit

Sage Products
Sage Intacct



About Banfield Foundation

Banfield Foundation has been making preventive care possible for the pets that need it most. Through grants and partnerships, they provide medical supplies and resources to their non-profit partners to support pets, people, and communities in crisis.



When the wrong software slows you down

Banfield Foundation was growing fast, but their financial system wasn't keeping up. They had Oracle NetSuite in place, but instead of making life easier, it was bogging them down. Reporting was clunky, reconciliations were a struggle, and every month-end felt like a battle to pull together the numbers they needed.

"We needed a way to bring everything together while still keeping the entities separate. Mars, our parent company, wanted consolidated data, but each charity needed its own reporting," explains Alison Benninger, Controller at Banfield Foundation.

Bank reconciliations in NetSuite were anything but simple. The team found themselves constantly exporting data and rebuilding reports in spreadsheets just to make sense of the numbers. Month-end close took three days, and reporting inefficiencies meant pulling data manually, only to rework it in Excel just to get the insights they needed.

Something had to change. Banfield Foundation needed a system that worked for them—not the other way around.

Breaking free from old limitations

Instead of helping them grow, NetSuite was holding the Foundation back. Processes were rigid, reporting was difficult, and adding new entities felt like a struggle rather than a seamless transition. Determined to find a better fit, they explored other financial solutions, seeking a system that would adapt to their needs instead of forcing them to work around its limitations. "When I first saw Sage Intacct, it just made sense. It was very user-friendly, very easy to use, and very easy to read," says Alison.

One of the biggest benefits was automation. "Before, I had to manually enter every donation and grant into NetSuite. Now, it all updates automatically in Sage Intacct," she explains. With manual processes replaced, Banfield Foundation saw immediate improvements—notably, their month-end close was cut from three days to just one, giving the team faster access to the valuable data and reporting they needed.

With these newfound efficiencies, the Foundation could continue expanding the scope of their valuable work without dramatically increasing overhead. With Sage Intacct, Alison estimates that she saved \$80,000 annually from not hiring new staff—funds that can instead be directed toward providing critical veterinary care. The ability to quickly integrate new entities meant the Foundation could stay agile, ensuring more resources went towards its mission of supporting pets and communities in need.



Since using Sage Intacct, Alison's team saw a 50% increase in efficiency, reducing administrative strain and enabling them to focus on high-impact initiatives.

Less administration, more action

With Sage Intacct, the team finally had time to focus on what really mattered—growing their impact instead of getting buried in manual transaction processing.

“With the ACH batch processing I can pay 50 vendors in one go. Before, it was half a day to do those payments. Now it takes me five minutes,” says Alison.

According to Alison, her team also saw an overall 50% increase in efficiency, reducing administrative strain and enabling them to focus on high-impact initiatives. “I’m getting more done, providing more, and giving better information,” Alison reflects.

Expense processing was another pain point that Sage Intacct helped leave firmly in the past. Previously in NetSuite, tracking travel reimbursements for veterinary professionals was a slow and manual task. Now, automation ensures faster reimbursements, benefiting both the organisation, the people it supports, and the animals in need of care.

“Vet techs can now submit travel expenses through their phones, and we process payments instantly,” Alison adds.

Smarter reporting, stronger impact

Access to real-time financial insights has allowed Banfield Foundation to make data-driven decisions that improve fundraising and resource allocation.

“The dashboards are so handy. I really get what I want from here,” says Alison.

By analysing donation trends, the Foundation can better understand where funds are coming from and how they’re being utilised to adjust its strategies accordingly. “We had a big drop in donations at a participating hospital, and it was because they moved to card-on-file payments, so people weren’t being asked if they wanted to donate. Because we had the data, we spotted the issue quickly and could act on it,” explains Alison.

Having real-time insights means Banfield Foundation can respond quickly, ensuring that funds go where they’re needed most—to the animals who rely on them.

Built to grow, ready for the future

As Banfield Foundation continues to grow, its financial infrastructure is prepared to handle new challenges. Sage Intacct provides the stability and agility needed to add new entities and scale operations effortlessly.

“I don’t stress about it anymore. I don’t stress about it like I used to because of where it is. I know that if something comes along, like if we need a new entity, we just add a new entity,” says Alison.

With financial automation in place, Banfield Foundation can confidently expand its amazing work without being bogged down by system roadblocks and pitfalls.



“Every day, I log in, and I have the answers immediately—no more waiting, no more manual work.”

Alison Benninger
Controller, Banfield Foundation

More time for what matters most

With the burden of manual financial processes lifted, Banfield Foundation can now focus more on its core mission—helping pets and communities in need.

“I used to spend my days pulling reports, entering data, and tracking numbers across multiple platforms. Now, I just check my dashboard, and I have the answers immediately,” says Alison.

With Sage Intacct, the Foundation spends less time on admin and more time making a difference—helping pets, supporting communities, and ensuring every dollar goes further. The team is now empowered with real-time insights that drive better decision-making, and donors have greater confidence in how their contributions are managed.

Process	On NetSuite	On Sage
Monthly Reporting	1-2 days per charity (4 charities)	1 day total
Donations	Manually keying over from Salesforce	Fully automated via integration
Outbound grants	Manually keyed in	Automated processing, reducing errors
Bulk payments	0.5 days	5 minutes via ACH batch processing
Month-end close	3 days	1 day
Audit process	Manually tracking down invoices for auditors	Instant access to all financial records
Overall efficiency	Manual processes reduced productivity	- 50% increase in efficiency across finance operations - New entities added seamlessly
Organizational Impact	Would have required +1 headcount (\$80k annually)	No additional staff needed, saving \$80k per year





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