

Success Story

Finance that fuels a growing treatment network

Banyan Treatment Centers taps Sage Intacct to save over \$1M and strengthen patient-first decision making.

“In vendor management alone, the insights and level of detail we get from Sage Intacct has translated into more than a million dollars in savings.”

Andrew Ziccardi

Controller, Banyan Treatment Centers



The challenge

Banyan Treatment Centers needed a finance function that could keep up with rapid, multi-entity growth in a demanding behavioral health market — supporting 20+ locations, complex payer mixes, and a private equity sponsor — without ballooning headcount.



The solution

Using Sage Intacct, Banyan standardized a multi-entity chart of accounts, automated AP, implemented prepaid and fixed asset subledgers, integrated bank feeds and 1099 e-filing, and connected finance data to Power BI for rich, per-patient-day analytics that guide both operations and growth strategy.



Results with Sage Intacct

Banyan keeps unlocking new upside from Sage Intacct, turning a faster close into sustained gains in time, savings, and control.

- Saving more than \$1 million through vendor optimization, including about \$600,000 annually with a single vendor.
- Improved accounting efficiency by roughly 80%, freeing around 15% of staff time from transactional work.
- Cut month-end close from 20 days to 5–6 days.
- Boosted finance productivity by more than 35% and tripled the time available for analysis.
- Moved the annual audit opinion nearly two months earlier while reducing audit effort and fees.

Organization

Banyan Treatment Centers

Location

Florida, US

Industry

Behavioral & Mental Health

Sage Products

Sage Intacct



About Banyan Treatment Centers

Banyan Treatment Centers is one of the fastest-growing, Joint Commission-accredited providers of substance use and mental health services in the United States. With 20 locations across multiple states, Banyan offers a full continuum of care — from medically managed detox and residential treatment to outpatient and alumni services — helping individuals and families move from crisis to long-term recovery.



Lean finance for a growing treatment network

Banyan Treatment Centers helps people move from crisis to recovery through a full continuum of addiction and mental health services. Demand for that care keeps growing. Banyan now spans roughly 20 locations across multiple states, with diverse lines of service, complex payer mixes, and a private-equity sponsor focused on disciplined, sustainable expansion.

In that environment, finance plays a very practical role in Banyan's mission. The team must demonstrate how each program, location, payer, and vendor affects cost per patient day, margins, and the organization's ability to serve more people. The finance team's mandate is clear: keep the team lean, maintain trustworthy data, and provide leadership with the insights needed to make smart decisions quickly.

Several years ago, Banyan moved from QuickBooks to Sage Intacct. The shift cut the close nearly in half, boosted finance productivity, and drove seven-figure savings, all while supporting new locations and entities without expanding the core accounting team. That early phase alone freed hundreds of hours a year and more than a million dollars the business could redirect toward care.

Today, Banyan's controller, Andrew Ziccardi, builds on that foundation. Each time the team expands how they use Sage Intacct—adding modules, refining processes, and bringing more data into the system—they unlock another layer of automation and insight. The platform has become the backbone of a highly automated, analytics-driven finance function that grows alongside the organization and supports patient care.

From spreadsheet juggling to structured workflows

When Andrew joined, many of the team's most essential routines still lived in spreadsheets. AP processing was a marathon that could consume almost an entire day. Rent took nearly an entire day to book and each month. What used to take nearly a full day of AP processing now wraps in about two hours, with fewer manual keystrokes and fewer chances for error.

Andrew and his team went after those pressure points inside Sage Intacct. They reorganized the vendor masterfiles to ensure payment methods and terms are consistent, then leaned into imports and templates so large invoices load in minutes rather than hours. What used to take nearly a full day of AP processing now wraps in about three and a half hours, with fewer manual keystrokes and fewer chances for error.



The finance team now closes in about a week, freeing time to focus on KPIs that protect access to treatment across more than 20 locations.

Rent followed a similar pattern. With recurring bills, alerts, and clearer departmental coding, the team no longer spends hours duplicating last month's entries and hunting for changes. On the first day of the month, rent is booked. The time that used to disappear into data entry now goes toward reviewing variances and having real conversations with operations about what changed and why.

The team also turned on the prepaid and fixed asset subledgers. A prepaid schedule that once took a week to reconcile now takes just a few hours. Fixed asset accounting for nearly a thousand assets has shifted from a 20 to 30-hour Excel grind to four or five hours a month fully inside Sage Intacct, complete with depreciation schedules, approvals, and audit-ready detail.

"There is a lot of capability already in the system," Andrew says. "Once we started using subledgers, recurring entries, and imports the way they're designed, we freed up huge blocks of time and lowered the risk that something important slips through the cracks."

Closing in days, then focusing on the story behind the numbers

The impact of those changes shows up first on the calendar. Before Sage Intacct, the month-end close hovered around twenty days. Early in their cloud journey, Banyan reduced that to 12 days. With Andrew's process changes, the team now closes in about five to six business days, with some months landing even faster.

"Spending half the month closing does not make sense for a growth business," Andrew explains. "Now we close in roughly a week and have the rest of the month to dig into KPIs, trends, and outliers. That is where finance generates value."

That mix of indicators gives leadership a clear view of both financial health and how well resources are being converted into care, so decisions about staffing, vendors, and growth stay grounded in real-world impact on patients.

Sage Intacct feeds a Power BI environment that combines financials with data from other systems, so site leaders see "mini financials" and key ratios for their own facilities without waiting for a complete reporting package. Leadership sees consolidated views of program and location performance and can decide where to invest, where to adjust, and where to dig deeper.

If a segment looks unusually strong or unexpectedly weak, Andrew's team goes back to Sage Intacct and the underlying vendor and operational data. In at least one case, that deeper look completely changed how Banyan evaluated a line of business.

The same structure pays off during the annual audit. With cleaner reconciliations, scheduled reports, and robust subledger detail, auditors get what they need quickly. The audit opinion, which once came out at the end of May, now arrives nearly two months earlier, with lower audit fees and far less stress on the finance team.



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KPIs that protect access to care

Behavioral and mental health organizations operate with very little room for error. Reimbursement rules and pay rates shift frequently. Labor, food, and facility costs trend upward. Demand, however, continues to rise as communities ask for more beds, more programs, and more long-term support.

Banyan uses the Sage Intacct dimensional structure to connect those realities back to its mission. Every invoice, journal entry, and adjustment is tagged to the right location, program, payer, and vendor. Statistical accounts capture non-financial data such as census counts and patient days.

That combination lets Banyan calculate cost per patient day and see margins by line of service. It also helps the team understand where vendor contracts or local practices are putting pressure on the model. In one example, by separating housekeeping and janitorial costs into clearer categories and standardizing vendors, Banyan benchmarked facilities against a top performer and renegotiated contracts, saving roughly \$600,000 a year with a single vendor. Across all vendor optimization efforts, savings now sit firmly in the seven-figure range.

“In vendor management alone, the insights and level of detail we get from Sage Intacct has translated into more than a million dollars in savings,” Andrew says. “Those are funds we can redirect toward staff, facilities, and patient access instead of overhead.”



Access to detailed data from Sage Intacct helped Banyan uncover over \$1M in vendor savings and reinvest those dollars in staff, facilities, and patient care.

For Andrew, the real value lies in how those KPIs inform conversations across the organization. When site leaders see labor and food costs per patient day next to census and revenue, they can adjust staffing, ordering, or vendor relationships with a clear sense of impact. When executives see how programs perform by payer and location, they can pursue growth that supports both margins and access to care.

A finance engine built to keep improving

The ROI from Banyan's initial move to Sage Intacct was already clear. The close cycle came down dramatically, productivity climbed, analysis time expanded, and the organization avoided both technology costs and additional finance hires as it opened new locations. Just as important, finance gained a level of reporting that simply was not possible before.

Today, that story has a powerful second chapter. With deeper automation and fuller use of Sage Intacct modules, Banyan's accounting efficiency has improved by roughly 80%, freeing about 15% of staff time from transactional work. The team now closes the books in about a week, supports an accelerated audit, and continues to uncover vendor and process savings that land firmly in the seven-figure range.

Andrew also sees significant potential as automation and AI capabilities evolve. With clean, dimensional data in Sage Intacct, Banyan is well-positioned to use tools like Sage Copilot to surface trends, answer ad hoc questions in plain language, and support operators with real-time views of their performance.

"The goal is to keep shifting the team toward higher-value work," he concludes. "When the system handles the repetitive tasks, people have more energy for analysis, planning, and conversations that move the organization forward. In our world, that means more focus on access to care, not on wrestling spreadsheets."



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