

Success story

Graduating to next-level efficiency

Brock University Students' Union embraces innovation and elevates financial strategy with move to Sage Intacct

“With less time spent on manual workflows, we can focus on more strategic financial tasks, boosting accuracy and productivity.”

Tan Islam

Director of Finance, Brock University Students' Union



The challenge

With an aging on-premises server running Sage 300, BUSU faced limitations in reporting, manual processes, and remote access. It needed a modern, cloud-based solution to streamline operations and provide real-time financial insights for its diverse mix of nonprofit activities.



The solution

The migration to Sage Intacct streamlined workflows, automated manual tasks, and provided configurable, real-time reporting, empowering the BUSU team with greater efficiency and insight.



The result

The move to Sage Intacct modernized BUSU's financial operations, saving time, improving reporting, and fueling strategic decision-making.

- Automated workflows reduced manual tasks and improved efficiency.
- Real-time, configurable reports provided clear financial insights for department heads.
- Seamless integration with ADP and EFT tools eliminated manual entries and paper checks.
- Staff gained better work-life balance, with less time spent on repetitive processes.

Organization

Brock University Students' Union

Location

Ontario, Canada

Industry

Nonprofit

Sage Products

Sage Intacct

Sage Partner

Pur-Logic



About Brock University Students' Union

Brock University Students' Union (BUSU), which was established in 1970, has long served the needs of students through impactful initiatives such as comprehensive access to healthcare benefits and public transit. Additionally, BUSU offers employment opportunities to hundreds of students on campus, hosts year-round events, and facilitates over 130 student clubs.



Serving the student body

Brock University Students' Union (BUSU) is dedicated to enhancing student life through a mix of clubs, services, programs, and events — even operating popular campus restaurants. Always striving to improve efficiency and stay ahead of the curve, BUSU made the proactive decision to adopt modern, cloud-based technology to streamline its financial operations and better serve its student community. By moving to Sage Intacct, BUSU positioned itself as a forward-thinking organization ready to leverage modern tools to support both its financial goals and its mission to serve students.

Campus at a crossroads

When Tan Islam joined BUSU as its new Director of Finance, its accounting system, Sage 300, ran on an aging on-premises server. With the server nearing its end, the organization was at a crossroads: replace the hardware or move to the cloud. Tan, himself a Brock University graduate, embraces technology and its possibilities and understands the benefits of cloud-native solutions. He knew that the future of BUSU's operations would be best served by something that wasn't bound to a physical server, especially in an increasingly remote-friendly world.

“Sage 300 had served its purpose, but it was clear that we needed something more modern and adaptable,” Tan explains. Reporting was cumbersome, tasks were manual, and simple things like processing AP invoices felt like an uphill battle. “We had to process AP invoices in batches, and if one invoice was wrong, the entire batch failed,” he adds. We couldn't continue much longer like that.”

Simplifying the complex

The organization's trusted Sage business partner introduced Tan to Sage Intacct. “It was immediately clear to us that Sage Intacct was our best path forward,” he says. With the partner's guidance, the migration was underway. Tan was impressed by the partner's well-structured, phased approach, which included thorough testing, clear timelines, and staff training at every step.

“The transition was seamless,” Tan recalls. “We weren't just moving to a new platform — we were rethinking how we operate.” That rethinking led to the evaluation of several manual processes that were ripe for automation. Sage Intacct provides automated workflows that have streamlined and transformed nearly all of BUSU's financial workflows.



Real-time reporting from Sage Intacct empowers BUSU to maximize every dollar, ensuring their programs directly benefit the student community.

Gaining time, insight, and simplicity

One of the biggest wins for BUSU was the improvement in reporting. In Sage 300, pulling reports was a tedious task, but Sage Intacct allows Tan to easily build, customize, and filter reports, providing real-time insights. “I can now create dashboards and pull daily reports, track actual versus budget figures, and share department-level reports with just a few clicks,” Tan says. “Plus, our department heads can now easily see where their budgets stand. The visibility empowers and informs their decision-making.”

Automating processes like student fee allocations, credit card imports, and recurring journal entries saves hours of staff time each month. “Before, people were bogged down with manual workarounds. Now, we can focus on what really matters — serving the students,” says Tan. The efficiency gains also provide the finance team a better work-life balance. “People aren’t so overwhelmed anymore,” he adds. “They can take time off without worrying about feeling guilty.”

Maximizing impact

As a nonprofit, BUSU operates with the goal of ending each year with little-to-no surplus, ensuring that every dollar goes directly into its student-focused programs like its food-first initiatives, wellness programs, transit services, courtesy rides, and student tax clinic.

Real-time financial management is critical to achieving this goal, and with Sage Intacct, BUSU now has the visibility and control it needs to track spending in real-time, make timely adjustments, and ensure they’re maximizing their financial resources to support these essential programs.

The power of automation and integration

The organization has over 150 full- and part-time employees, and uses ADP to process payroll. Sage Intacct directly integrates with ADP, eliminating the need for manual journal entries, saving an enormous amount of time.

BUSU also implemented an EFT add-on application to streamline vendor payments, eliminating the hassle and expense of paper checks. “We’ve modernized everything,” Tan explains. “It’s a massive improvement from where we were.”

One of Tan’s favorite features? The recurring journal entry functionality within Sage Intacct. “It saves us so much time, and the processes are cleaner. No more duplicate data entry and the inevitable errors that go with it.”

A strategic shift leads to undeniable value

For Tan and the entire BUSU finance team, the move to Sage Intacct represents a shift in mindset. “Our roles are more strategic now,” he says. “We’re not just focused on getting tasks done — we’re planning for the future, thinking about how to serve our students better.” Sage Intacct has freed up time for higher-value work, enabling Tan and his team to step back from data entry and lean into their expertise.



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Tan Islam
Director of Finance
Brock University Students’ Union

While BUSU’s operating costs didn’t change significantly with the switch to Sage Intacct, the value the organization gained is undeniable. “We’re definitely saving staff time, eliminating manual processes, and we’ve gained so much more insight into our financials,” says Tan. “We’re in a position to make better, faster decisions. That’s priceless.”

A new era for BUSU

BUSU’s transition to Sage Intacct marks the beginning of a new era for the organization. They’ve embraced cloud technology to modernize operations and align with the fast-paced, tech-savvy environment of a university campus.

BUSU is now equipped with the tools to continue driving forward and is more agile and efficient than ever. “This is a win for everyone,” Tan concludes. “We’re a university students’ union. We should be out front, setting an example of what’s possible when you embrace technology and efficiency. Sage Intacct is helping us do just that.”



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