

Success Story

Financial efficiencies feed the hungry

Community Food Bank of Eastern Oklahoma

“With Sage Intacct, we were able to free up half a person’s time. That freed up \$25,000—that’s equivalent to 100,000 meals.”

David Parrack

CFO, Community Food Bank of Eastern Oklahoma



Company overview

Located in Tulsa, the Community Food Bank of Eastern Oklahoma distributes food and other grocery items to 450 partner agencies in eastern Oklahoma, including food pantries, emergency shelters, soup kitchens, senior citizen centers and after-school programs. In fiscal year 2018, the Community Food Bank of Eastern Oklahoma distributed more than 28.1 million pounds of food throughout the 24 counties of eastern Oklahoma.

Executive summary

Previous software:

- Intuit QuickBooks

Results with Sage Intacct

- Able to provide 100,000 more meals with savings from efficiency gains
- One-half FTE has been re-purposed from AP to more valuable work
- Reporting on real-time data supports better decision-making
- New insights and visibility to improve programmatic impact

Company

Community Food Bank of Eastern Oklahoma

Location

Oklahoma, US

Industry

Nonprofit

Sage Products

Sage Intacct



Sage



Sophisticated financial management at a growing nonprofit

For over four decades, the Community Food Bank of Eastern Oklahoma has worked to combat hunger and improve nutrition for needy individuals across 24 counties. In fiscal year 2018, the nonprofit and its 450 partner agencies distributed more than 28 million pounds of food — a 63% increase over 2013. Income, three-quarters of which comes in donations from foundations, companies and individuals, has risen 20% annually in the past two years to \$38.7 million including the value of donated food.

That growth put a strain on the Community Food Bank of Eastern Oklahoma's finance and accounting processes, based on Intuit QuickBooks. David Parrack, who joined the organization in 2015 as CFO, made it a top priority to upgrade to a more modern and capable finance solution. "We were still using the same tools in place when the Community Food Bank of Eastern Oklahoma had five to 10 employees, instead of the 75 today," David said. "QuickBooks couldn't give us real-time visibility into financials, and the reporting was pretty limited. It's also not very robust at security or segmenting roles, which are valuable for a growing organization," added David.

Having worked previously at a large for-profit global telecommunications company, David was looking for "big company capabilities on a small company budget." After evaluating several solutions, David and other Community Food Bank of Eastern Oklahoma executives found the ideal financial management platform with Sage Intacct. The cloud-based solution delivered the sophisticated reporting, real-time data, role-based self-service access, and strong financial controls that the Community Food Bank of Eastern Oklahoma was looking for. Live on Sage Intacct since 2017, the Community Food Bank of Eastern Oklahoma has the accounting and finance solution it needs to accommodate growth, elevate efficiency and insights, and support its worthy mission.



Preparation for the Community Food Bank of Eastern Oklahoma's annual audit is now significantly faster with Sage Intacct.

'A real impact on our mission'

The upgrade from QuickBooks to Sage Intacct has allowed the Community Food Bank of Eastern Oklahoma to liberate time and resources that it can channel into its social impact and distribution of nearly 400,000 meals a week to hungry seniors, veterans, children and families. For instance, accounts payables processing is 65% more efficient, enabling the Community Food Bank of Eastern Oklahoma to repurpose a half a headcount from AP processing into more valuable work. "If you free up half a person's time, even a clerical person, you free up \$25,000 — that's equivalent to 100,000 meals," David said. "Those efficiencies have a real impact on our mission," David explains.

Additional gains in efficiency and accuracy have been seen in areas including employee expenses and credit card processing. "Previously a lot of our processes were really manual, like routing things manually for approval," David noted. "Now we're doing that systematically with automated workflows. We're a lot less paper-dependent than we were," said David. The straightforward integration with Sage Intacct and complementary systems in place at the Community Food Bank of Eastern Oklahoma, including MineralTree for accounts payable and Centage Budget Maestro for planning and forecasting, have helped further streamline processes and eliminate manual work.

Another eight hours a month is being saved because self-service data access for executives and program managers has reduced ad hoc inquiries to David's team — and stakeholders can get information and answers on demand, rather than waiting several days while data is rounded up. Preparation for the Community Food Bank of Eastern Oklahoma's annual audit is significantly faster as well without the need to find paper documents. Those efficiencies help the Community Food Bank of Eastern Oklahoma keep its administrative and fundraising expenses at just 4% of overall budget, a low figure that contributes to a four-star rating on the Charity Navigator website, used by prospective donors to assess a nonprofit's worthiness of funding.



New insights for programmatic improvements

Real-time data with Sage Intacct reporting and dashboards gives management and program managers new insights into budget vs. actuals to help monitor spending, track fundraising and donations, make appropriate adjustments and increase programmatic impact. Self-service access in Sage Intacct supplies information on demand for everything from checking on whether a particular bill was paid to a more panoramic view for multi-year strategic planning. With dimensional reporting in Sage Intacct, it's easy for the Community Food Bank of Eastern Oklahoma to tag financials by locations, partners and other attributes. These capabilities have enabled deeper, richer reporting and has streamlined the nonprofit's chart of accounts while providing more granular information.

"Management has new visibility for decision-making such as how we're tracking against budget, how we're doing on fundraising, how our expenses are looking," David said. "All that was handled by ad hoc requests before, but now senior management can see that information at any time and drill all the way down to transactional detail," David explained. Those insights are translating into programmatic expansion and improvements. "Sage Intacct has given us more visibility into areas for improvement to our mission and impact," David said.

The new sophistication of financial management at the Community Food Bank of Eastern Oklahoma is also helping strengthen relationships with funders. As David tells it, one major foundation funder inquired about what sort of technology infrastructure the Community Food Bank of Eastern Oklahoma had in place. "We were able to show them the capabilities we have, starting with Sage Intacct, that we didn't have a couple of years ago," David said. "I think they were very pleasantly surprised by the investments we've made," David concluded.

