

Success Story

Hope Human Services cuts budgeting time by 50% and adopts flexible rolling forecasts

Hope Human Services

“I’m cutting my budgeting time in half with Sage Intacct Planning, and we’re able to do rolling forecasts to adapt to any changes. We have real-time information at our fingertips to make decisions quickly, and a great deal of flexibility as we continue to grow and shape our company.”

Shelton Horton

Director of Finance, Hope Human Services

Company overview

Hope Human Services is a premier provider of residential services for disabled individuals in Washington state. Founded in 2017 by leaders with more than 50 years of combined experience, the company strives to deliver compassionate and innovative services to its community.



Executive summary

Previous software:

- QuickBooks

Results with Sage Intacct Planning

- Reduced budget creation time by 50%.
- Saving a half-day each month on budgets vs. actuals preparation.
- Heightened collaboration and business insights across the company.
- Shifting from static budgets to adaptive rolling forecasts.

Sage

Company

Hope Human Services

Location

Washington, US

Industry

Health & Social Care

Sage Products

Sage Intacct + Intacct Planning





Services agency revamps finance with Sage Intacct Planning

Hope Human Services has grown rapidly since its founding in 2017 to provide residential services to adults and youth with a range of mental capabilities. Expanding organically and through acquisition, the 500-employee company operates in the Tacoma, Spokane, and Vancouver areas of Washington. With rapid growth, Hope Human Services needed to move up from QuickBooks and Excel to more scalable and sophisticated financial management and budgeting and planning.

Hope Human Services found its ideal solutions with Sage Intacct Financial Management and Sage Intacct Planning. Selected over SAP Business One, Sage Intacct core accounting has enabled dramatic gains in efficiency and visibility. The company cut its monthly close time from as many as 10 days to two or three, while simplifying multi-entity management that was problematic in QuickBooks. It also eliminated two days a month of manual reporting in Excel, and another day of manual AP and AR work. “Moving to Sage Intacct easily doubled our accounting efficiency,” said Shelton Horton, director of finance. “Sage Intacct reporting is seamless and instant, and that makes it very easy to pull together information to make decisions quickly,” said Shelton.

Next, Hope Human Services turned to Sage Intacct Planning to solve its challenges with Excel-based planning across an increasingly complex organization. For example, creating a budget in Excel took the equivalent of two weeks of eight-hour days, working with multiple iterations of a six-tab spreadsheet with 300 lines per tab. Broken formulas and version control issues could consume even more time. “Budgeting was a manual process that just consumed a great deal of time in reworking spreadsheet after spreadsheet,” Shelton explained. “It was iteration after iteration after iteration, and we also wanted to track numbers at a more detailed level like location and revenue stream,” Shelton said.



Ease of use and rapid implementation have been standout characteristics in Sage Intacct.

Budget creation in half the time, with better collaboration

Working with a Sage Intacct support specialist, Shelton had Sage Intacct Planning up and running with about eight hours of setup time. “It was ridiculously easy to get our budget data loaded, start working with the information, and get comfortable with the tool,” Shelton said. Ease of use and rapid implementation have been standout characteristics in both Sage Intacct accounting and planning. “One of the biggest benefits in Sage Intacct is how the accounting and budgeting systems talk to each other, so you can easily go back and forth whenever you make any changes,” Shelton said.

With Sage Intacct Planning, Shelton cut his budget creation time in half, from about 80 hours in Excel down to 40 hours. He’s also saving at least a half-day of manual data work each month previously needed for budget vs. actual reporting through seamless data exchange between the complementary Sage Intacct accounting and budgeting modules. Collaboration has improved between the finance department and location directors and other stakeholders in budgeting, forecasting, and ongoing budget monitoring. Budget vs. actuals reporting via Sage Intacct is delivering more timely and detailed insights than were possible with Excel reports once a month, supporting data-driven business decisions.

“We’re able to provide stakeholders with access to a dashboard so they can see how they’re performing on a budget vs. actuals basis and have more input going forward,” Shelton said. “That’s more collaborative than me pushing it down across the organization. We don’t have to wait until the end of the month to see how things are going — we’ve got real-time data available whenever we need it,” Shelton said. At the same time, role-based permissions in Sage Intacct ensure that information is viewable only by selected individuals, eliminating control weaknesses of the previous environment.



Robust scenario modeling supports new rolling forecasts

Better insights are contributing to better business decisions. For example, Hope Human Services didn't believe one of its programs was especially performing well. Deeper analysis possible with the combined Sage Intacct solution showed that, in fact, the program was performing well, prompting a decision to expand that program in 2021. Earlier, in 2019, Sage Intacct usage contributed to a decision to acquire a new book of business. "Making sure the ROI on the new venture made sense was key, and that was possible because I could quickly pull information, break down the details, and present it to ownership," Shelton said.

Going forward, Hope Human Services is broadening its use of scenario modeling in Sage Intacct Planning to support quarterly rolling forecasts looking out 12 months, compared to its static annual budgets of the past. Shelton is beginning to devise "what if" best case, worst case, and moderate scenarios that account for revenue, cost of goods sold, and other factors. "The nice part is you don't have a stale budget for 12 months as conditions change," Shelton said. "We'll be able to look at different scenarios and reforecast every quarter to adjust and keep a fresh outlook on the budget," Shelton said.

Shelton is bullish on Hope Human Services' ability to continue to grow with the combined Sage Intacct platform for accounting and planning. Ease of use has empowered location-based staff to run their own AP processes, saving time for headquarters staff that Shelton is reinvesting in a new focus on operations and analytics oriented around growth. "I don't think we'd be where we are today without Sage Intacct," Shelton said. "We have real-time information at our fingertips to make decisions quickly, and a great deal of flexibility as we continue to grow and shape our company," Shelton said.

