

Success Story

Eating disorders healthcare provider boosts budgeting and planning efficiency by 50%

Walden Behavioral Care

“We can forecast and budget far faster and more accurately with Sage Intacct Planning than we could before. We were able to reforecast for COVID in a few days rather than a week or more, and that efficiency was key.”

Anthony Scaltreto

Manager, Financial Analysis, Walden Behavioral Care

Company overview

Founded in 2003, Walden Behavioral Care has grown into a leading provider of healthcare services for people with eating disorders and related psychiatric issues, operating 15 locations for inpatient and outpatient care in Massachusetts, Connecticut, and Georgia.

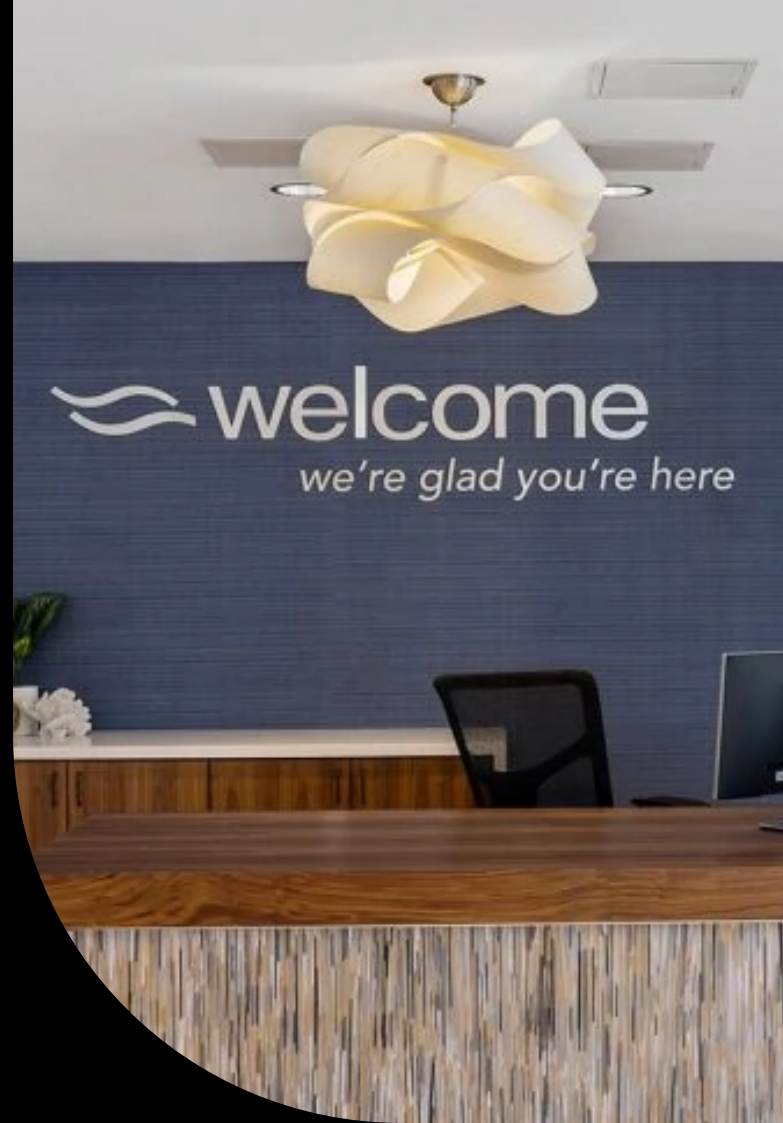
Executive summary

Previous software:

- Excel

Results with Sage Intacct + Sage Intacct Planning

- Improved overall budgeting efficiency by at least 50%.
- Cut budget data export time from 2 weeks to 2 hours.
- Increased forecasting frequency by 6x.
- Deepened business insights with forecasting and scenario planning.



Sage

Company

Walden Behavioral Care

Location

Massachusetts, US

Industry

Health & Social Care

Sage Products

Sage Intacct + Intacct Planning

 **walden**
behavioral care
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Walden Behavioral Care speeds COVID reforecasting from 1+week to days

When COVID-19 struck, the budgeting and accounting team at Walden Behavioral Care was ready for the challenge. Walden Behavioral Care, which operates 15 outpatient, inpatient, and residential locations in New England and Georgia to help people with eating disorders and similar psychiatric issues, had implemented Sage Intacct for accounting in early 2019. Upgrading from desktop versions of QuickBooks, Walden Behavioral Care gained breakthrough efficiency and insights — reducing its monthly close time by up to 47%, cutting reporting time from three days to 10 minutes, and eliminating nearly 16 hours a month of manual payroll entry work.

Building on that success, Walden Behavioral Care turned to Sage Intacct Planning to replace slow, error-prone budgeting in Excel. Budgeting had meant 24 Excel workbooks, each with at least seven tabs covering 19 physical and overhead locations, four regional entities, and a top-level entity. “It was extremely painful and time-consuming,” said Anthony Scaltreto, senior budget analyst and staff accountant. “The spreadsheets didn’t talk to each other, so you’d have to manually combine the spreadsheets, and then combine them into one big entity spreadsheet,” added Anthony. During 2019 budget creation, Walden Behavioral Care iterated through 72 budget versions, struggling with version control issues and broken Excel

formulas. “Forecasting was just a nightmare,” as Anthony put it. Walden Behavioral Care replaced Excel with Sage Intacct Planning in late 2019 — ideal timing as Walden Behavioral Care was forced to temporarily shut outpatient services and adopt telehealth when COVID struck about six months later. “With Sage Intacct Planning, we can look at different scenarios and make adjustments far, far more easily than we could have with Excel,” Anthony said. “We were able to reforecast for COVID in a few days rather than a week or more, and that efficiency was key,” said Anthony. Within a sound budget model, Walden Behavioral Care was actually able to engage with more patients via telehealth — critically important for patient outcomes as the isolation and anxiety of widespread COVID lockdowns exacerbated the risk of eating disorders.



Walden Behavioral Care has new visibility and control around workforce spend with new headcount modeling capabilities.

Flexible scenario planning and analytics drive business impact

Walden Behavioral Care evaluated several budgeting solutions, including Budget Maestro and Limelight, before selecting Sage Intacct Planning. Seamless integration with Sage Intacct accounting and rapid speed of implementation were pivotal factors. One vendor had estimated its professional services team would need 180 hours to implement its solution. In contrast, Anthony needed just 1.5 weeks to self implement a base framework with Sage Intacct Planning. “It was very easy,” Anthony said. “I started Googling, got an overview and demo video, and it was easy to replicate for our own business,” Anthony added.

Flexibility in forecasting, scenario planning, and what-if analysis is proving essential as Walden Behavioral Care navigates the pandemic and improves overall budget creation and forecasting. Walden Behavioral Care devised about 10 versions of a COVID reforecast, with ability to forecast line-item expenses and revenue at a much more granular level to make informed business decisions. For example, Walden Behavioral Care can break down high-level areas such as marketing into component categories. “Before we could only tell generally if marketing was over budget, while now we can go deeper to see if advertising fees are too high,” Anthony said. “It’s much easier to get very granular in the system,” commented Anthony. With that data, Anthony can better engage with program owners to make adjustments.

Walden Behavioral Care, with about 380 employees, also has new visibility and control around workforce spend with new headcount modeling capabilities. Walden Behavioral Care uploaded data from its payroll system into Sage Intacct Planning for breakdowns and comparative analysis of personnel by role, location, and salary. That proved highly valuable as Anthony created the 2020 budget in fall 2019 and planned for new hires. “We were able to drill down on specific categories like mental health counselor or nurse, and we’d never had that feature before when planning for new hires,” Anthony said. “What-if scenarios around headcount make budgeting much easier,” said Anthony.



Budget data exports cut from two weeks to two hours

Besides greater insights and control, Anthony estimates that overall budgeting is at least 50% more efficient with Sage Intacct Planning. In his first use of the solution, Anthony had the 2020 budget ready in less than a month. That's much faster than the nearly five months needed to create the 2019 budget, though Walden Behavioral Care was changing CFOs at that time. Anthony used wizards in Planning to replicate information from the Sage Intacct general ledger for a single location, then repurposed that framework for other locations. "It was very, very easy," Anthony said. "All I had to do was right click, duplicate and change the name of the location, and start budgeting off that," Anthony added.

When the budget was complete, Anthony needed just two hours from move information from Planning into the Sage Intacct general ledger — compared to two weeks needed to manually input line-by-line budget data from Excel into QuickBooks before the move to Sage Intacct. Budget vs. actuals reporting is also easier and more effective. Anthony can now monitor budget vs. actuals on a daily basis, compared to monthly reviews in the past. "We can do budget vs. actuals far more often now that everything is one Sage Intacct system, because before we had to download reports in Excel and combine all the entities together," Anthony said.

In addition, Walden Behavioral Care is accelerating forecast frequency from a once a year to every other month, a 6x increase. "Before we would do a forecast right before the budget cycle, in September," Anthony said. "Now with the option to create forecasts much more easily, we do utilize them a lot more," commented Anthony. Despite doing more forecasting and reporting faster, Anthony has still freed up time across both budgeting and accounting with the combined Sage Intacct solution. With that time, he's building a new skill set by branching out into software implementations and integrations. "I have a far better work-life balance," Anthony said. "I went from working a 60-hour week at the month end maybe two weeks in a row to only 40 hours a week," Anthony said.

