BDO

CASE STUDY –
CIRCLE OF CARE

The organization

Circle of Care has been serving the Toronto area and surrounding communities since 1974. The agency began four years prior as a demonstrative project called Coordinated Services to Jewish Elderly, under the auspices of the Toronto Jewish Welfare Fund (now the UJA Federation of Greater Toronto). With origins as a small agency in a local house, Circle of Care has become a large multi-service organization with 525 staff members. It is also one of very few agencies in Ontario to have contracts with Community Care Access Centres, and provides client support services to more than 7,000 individuals of various faiths and cultures.

The challenge

As it continued to grow, Circle of Care was in need of a more efficient system, e.g. one that could extract financial statements and gather statistical information. With BDO's solution to replace the company's former software, it would provide staff with advanced reporting and robust financial functionality. Circle of Care also needed to analyze and extract information from another system called Easy Care, which offered tools to stay up-to-date in the changing healthcare industry. The system used tools to manage staff schedules and clients and offered a fully integrated back office. The company required a solution to easily manage and automate the integration of customers' accounts, invoicing, billing, and payments into Dynamics GP.

Circle of Care was interested in upgrading to GP10 to improve and streamline the following functionality:

- Extract statistics from Easy Care

- Store all financial and statistical information in one source

- Utilize an accounting system that is more efficient and user-friendly to meet reporting requirements

- Create a set of financial statements from Dynamics in a timely and efficient manner (instead of taking over one week to generate financial numbers to review as first draft)

- Simplify gathering information that is required for MIS reporting, using FRx to generate values required to be reported

- Easy ad hoc reporting capabilities

Reporting

Previously, Circle of Care did all of its billing in Easy Care and required a seamless integration into Dynamics GP. This would enable staff to see the "big picture" to help them make the best possible financial decisions. GP would offer a comprehensive set of reports that benefit and enhance the company's financial decision-making. Staff could better analyze revenue and build reports that would provide crucial information. Integration would also provide flexibility to receive and post payments, which would increase profitability while reducing administrative efforts.

Why Microsoft Dynamics GP

BDO Solutions proposed integrating Easy Care into Dynamics GP for Circle of Care. It would allow the company to build its integration, utilizing available Microsoft tools, while using Receivable Management to increase efficiency in accounting. Microsoft Dynamics GP would help its organization work at peak performance. Fixed assets could be manually tracked in Excel, and Dynamics GP would provide staff with familiar ways to access and analyze information. Dynamics GP delivers ongoing innovation that Circle of Care required.

Integration with finance

As part of a fully integrated system, BDO built three integrations:

• Payroll journal entry integration

• Two Easy Care integrations and receivable transactions

Using the Microsoft GP functionality, the finance function can capture the different types of revenue and service lines within the finance system. This provides real-time access to information that enables Circle of Care to make smart decisions that would have a direct impact on its bottom line. It also enables the company to track detailed cost information and report on such details down the revenue lines.

Benefits

Since implementing Microsoft Dynamics GP, users have experienced improved time efficiency in their regular processes and can rely on data being accurate with proper controls in place. The processes have been streamlined through the system, reducing both manual work and ability for error.

Analytical accounting also provides a very flexible chart of accounts structure that facilitates the ability to record transactions against optional and/or additional dimensions that do not have to be built into the organization's formal chart of accounts structure.

With stronger reporting capabilities, the financial statements are easily shared at a relevant and meaningful level. The budgeting process has improved with the use of Excel Based Budgeting by allowing the creation of standard templates. While producing the ministry reports was previously manual and cumbersome, Frx has greater flexibility in designing reports and allows more opportunities to collaborate internally. An interactive report viewing experience also helps drive business decisions from the delivered report data.

The solution and technology

The system implemented by BDO consists of the following Dynamics GP modules delivered on Microsoft Windows Server and Microsoft SQL Server:

Dynamics GP

• System Manager

• General Ledger

• Analytical Accounting

• Bank Reconciliation

• Payables Management with EFT

• Receivables Management

• Fixed Assets

• Mekorma – MICR for cheque signatures

Tools

• SmartList Builder

• SmartConnect

• FRx Designer

The results

• Users have tremendous reporting flexibility to view and interact with system data within GP in the form of inquiries, reports and lists, as well as outside GP in Excel or via SRS reports

• Automation of customers and billing transactions from Easy Care allows the finance team to focus on other accounting tasks and analysis instead of manual entries and adjustments

• Circle of Care's back-end system is stable and reliable and will continue to scale with its ongoing business requirements

• Financial statements can be produced at any time in FRx with the click of a button

• Budgets and comparative reports can be easily produced for the ministry without difficulty at any time

• Client information is set up one time only and is then accessible in the system for use in a variety of different transactions

• Staff can successfully keep track of fixed assets and have the system calculate depreciation automatically

• Circle of Care can maintain tight control over receivables to target overdue customers effectively

• Vendor payments can be collected efficiently via Electronic Funds Transfer (EFT)

BDO Solutions helps small, medium and large sized organizations align technology to their overall business strategies using Microsoft technology. We specialize in implementing Microsoft Dynamics GP and NAV and Microsoft Dynamics CRM enabling our clients to streamline their business processes and improve overall operational efficiency. For additional information please contact:

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