

Walden Behavioral Care Eliminates 40 Hours a Month of Manual Work, Saves \$50K in Staff Costs

Walden Behavioral Care

Challenges

Eating Disorders Healthcare Provider Upgrades to Sage Intacct

Founded in 2003, Walden Behavioral Care specializes in treating individuals with eating disorders and related psychiatric issues. The healthcare provider has grown steadily over the years, today operating 15 physical locations for inpatient, outpatient, and residential services in Massachusetts, Connecticut, and Georgia. Its staff of about 380 employees includes a small accounting team that faced a growing array of challenges in using an entry-level combination of QuickBooks desktop applications and Excel. With rising business complexity and data volumes, QuickBooks had reached its breaking point by 2018 — and so had the Walden accounting team.

"QuickBooks was failing on us," recalled Anthony Scaltreto, manager financial analytics. "Making a journal entry in QuickBooks would take over 20 minutes because we'd reached capacity of the system. We couldn't pull data out of QuickBooks anymore because it would crash the software." Scaltreto resorted to labor-intensive manual Excel work to reconcile intercompany transactions across four entities, and prepare consolidated balance sheets, profit and loss statements, and financial reports. The monthly close was a "giant puzzle" that could drag on for 15 days, while Walden lacked reporting insights that could help guide informed business decisions.

With a clear need to upgrade, Walden evaluated Sage Intacct and Oracle NetSuite, which Walden's former controller had used extensively at a previous employer. Sage Intacct's superior ease of use, proven track record with small to midsize organizations, and a highly positive sales experience made Walden's choice easy. Implementation by Sage Intacct partner RSM had Walden live on its new platform by the start of 2019. Walden would soon dramatically enhance efficiency and visibility across the organization — and then build on that success by adding Sage Intacct Budgeting and Planning for a complete financial management solution.

Solutions

Cutting 40 Hours of Reporting and Payroll Work Each Month

With Sage Intacct, Walden has realized huge time savings that allow Scaltreto and colleagues to focus on higher-value initiatives while delivering better information faster to executives and program managers. Monthly close time has been cut nearly in half, from up to 15 days to eight. In one new efficiency, Scaltreto no longer needs to manually enter payroll data into QuickBooks, a grueling task that consumed eight hours every two-week pay period. Now, payroll data



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. Learn more at www.waldenbehavioralcare.com

Executive Summary

Previous Software:

- QuickBooks

Results with Sage Intacct:

- Reduced reporting time from three days to 10 minutes
- Cut 16 hours of manual payroll work each month
- Accelerated monthly close from up to 15 days to eight
- Gained new business insights for data-driven decisions

WALDEN BEHAVIORAL CARE ELIMINATES 40 HOURS A MONTH OF MANUAL WORK, SAVES \$50K IN STAFF COSTS

uploads automatically into Sage Intacct, freeing up nearly 16 hours a month. Reporting is also dramatically faster after Scaltreto took an online training course in Sage Intacct reporting, building templated reports that could be reused each month.

The result: 12 reports that took three days a month (about 24 hours) to prepare and review in Excel are now generated in 10 minutes. Along with payroll efficiency, that brings time savings to about 40 hours a month. "Sage Intacct reporting is extremely time saving — there's almost no manual data entry anymore," Scaltreto said. "I just choose the report, dates, and criteria, and Sage Intacct populates a report that I would have spent hours building in Excel." Executives and program managers have financial information days earlier than before. If a question arises, Scaltreto can answer it quickly — compared to spending hours piecing together information from QuickBooks and Excel.

Walden also has dimensional slice-and-dice analytics that are yielding valuable insights and cost savings. "We're freed up from day-to-day accounting to drill into our finances and get a better picture of what's going on in the company with Sage Intacct," Scaltreto said. In one example, Walden realized significant cost savings through spend analysis in areas such as insurance and medical supplies, identifying opportunities to trim expenses, consolidate vendors, and negotiate better rates. Scaltreto has also had time to branch out into analyzing metrics in Walden's electronic medical records (EMR) system.

Results

A \$50K Staff Savings Through Greater Productivity

With greater productivity, Walden is saving roughly \$50,000 a year in staff costs. Walden has also streamlined its audit processes, generating reports requested by auditors much faster. Both executives and auditors have newfound confidence in financial accuracy through elimination of error-prone manual work and stronger financial controls built into Sage Intacct.

In a next step, Walden augmented its Sage Intacct accounting platform with Sage Intacct Budgeting and Planning in late 2019. That replaced "extremely painful and time-consuming" budgeting and forecasting in Excel. For instance, Scaltreto had the 2020 budget prepared in less than a month with Sage Intacct Budgeting and Planning, far faster than the five months it took to complete the 2019 budget (though Walden was changing CFOs at that time). Then, Scaltreto needed just two hours to get data from Budgeting and Planning into the Sage Intacct general ledger, compared to two weeks of manually inputting data line-by-line from Excel into QuickBooks.

The timing of Walden's move to Sage Intacct Budgeting and Planning was ideal as COVID-19 struck in March 2020. In a matter of days, the organization was able to create multiple scenarios and reforecast for COVID, which prompted a move to telehealth after a temporary closure of outpatient services. Overall budgeting efficiency is up 50% with Sage Intacct Budgeting and Planning, adding to the time savings achieved with Sage Intacct accounting. "I have a far better work-life balance," Scaltreto 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."

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