

Success Story

Multi-entity nonprofit thrives with Sage Intacct

Sage Intacct manages multiple business units, with valuable data insights and efficiency gains

“We reduced—exponentially—the time taken to close the books for each month and for each quarter.”

Les Horenfeldt
Chief Financial Officer, Responsible Gambling Council



The Challenge

Following organisational restructure, the Responsible Gambling Council (RGC) faced the challenges of growing and managing multiple entities. The new CFO, Les Horenfeldt, planned and managed an upgrade to Sage Intacct as part of long-term digital transformation project.



The Solution

Sage Intacct allowed the RGC to automate multiple processes that had previously been manual and error-prone. The cloud-based nature of Sage Intacct gave the organization 24/7/365 access to its data, which was integrated with a Sage CRM solution to provide practical, actionable data insights.



The Result

Sage Intacct has greatly improved accuracy and efficiency, while releasing staff time for strategic work. The RGC now has a single source of trusted data that feeds seamlessly into other applications to provide accurate data and analytics that are constantly available, from any location.

- 30% improvement in accuracy through automated backend processes.
- 50% faster month end close.
- Time saved creating reports to align with government partner funding guidelines.
- Finance team empowered to focus on strategic initiatives.

Company
Responsible Gambling Council (RGC)

Location
Canada

Industry
Nonprofit

Sage Products
Sage Intacct
Sage CRM



About Responsible Gambling Council
The Responsible Gambling Council (RGC), an independent nonprofit, has led in the prevention of problem gambling in Canada and globally for over 35 years.





Digital transformation for a modern organization
When Les Horenfeldt took over as CFO of the RGC in summer 2020, he swiftly began a thorough review of the organization's financial software, including its existing Sage 50 installation. This was not merely a familiarization exercise: the RGC and its accounting needs were changing—in particular, organizational restructuring multiplied the number of entities—and Les was keen to roll out a digital transformation that would optimize the efficiency, scalability, and value of the finance team in a changing landscape.

From the review, Les saw RGC needed a multi-dimensional, scalable, and flexible reporting environment that would include multiple entities under one single database, and run consolidated data in a consistent manner. As Les explains, "When you have this type of flexible structure, you can set up customized reports to meet an individual department's reporting requirements while still being able to see the full financial picture across multiple departments, and from various perspectives."

Les approached Sage, to see what options they could offer to support his vision for the digital transformation of RGC.

Inspired by Sage Intacct

During those early conversations, Les recalls, "Sage Intacct immediately stood out for me. I like the software as a service model and Sage Intacct is a true cloud solution. It's also in a league of its own when it comes to customization; it lets the CFO get a quick overview of profit and loss analysis, while also allowing managers or directors to do a deep dive and find out which locations are running below targets."

He was also impressed by the ability of Sage Intacct to integrate seamlessly with other systems through an API interface. For RGC this was particularly important, because the organization was already using an external payroll system, along with an archaic accounts payable and payment process. With the automated error-free data from Sage Intacct being used in all systems, this would drive a stream-lined processing environment and make it a trusted cross-organization, single source of truth.



RGC was able to reduce the time taken to process invoices, run reports, and close the books with Sage Intacct.

Straightforward implementation

Having chosen Sage Intacct and received approval from the CEO in summer 2020, Les was keen to install and implement the new system before the next financial year in late March or early April. He knew that finding the right project consultant was key to achieving this, and again spoke to his contacts at Sage. They introduced him to one of Sage's biggest implementation partners, who had previously worked with nonprofit organizations and have extensive experience with Sage implementation.

From the outset, Les took care to invite relevant RGC stakeholders and staff members to project meetings with the implementation partner. As he puts it, "There's a lot to consider when you're moving to a new software platform, such as do you have the right team and project champions? Are you ready for the doubters who don't like change? Can you get buy-in from your finance team members, who will be doing the heavy lifting throughout the implementation, and key stakeholders?" Ultimately, these meetings not only ensured communication between all parties involved, but also led to the identification of key Sage capabilities and product potential, including EFT modules and Sage CRM product offerings. Indeed, the team at RGC were so impressed by the Sage CRM functionality, and the ease with which it could be integrated with Sage Intacct, they added it to their implementation.

Integration at warp speed

Having set a tight deadline for implementation, Les was impressed with the speed of work from the implementation team and his colleagues. Implementation was complete in just over four months, coming in on time and on budget while simultaneously integrating the Sage CRM solution. Les explains: "We worked at warp speed and the implementation partner was impressed that we could roll out two products under such tight time constraints. Looking back it was quite a ride but it was very exciting for all involved!"

Quick wins

For RGC, the benefits of moving to Sage Intacct were immediately visible. "We moved from four databases to one database. We reduced—exponentially—the time taken to process invoices, run reports, close the books for each month and for each quarter. We can now share information across multiple entities through an intercompany system, we can upload invoices at the AP level for quick and easy review before payments are made. This saves us huge amounts of time. And the uploading of EFT batches across different entities and bank accounts through our bank software and under a single file process with security rights has been a game changer. We've saved massive amounts of time and paper," said Les.



“With Sage Intacct we get such valuable information in an efficient and cost-effective way.”

Les Horenfeldt
Chief Financial Officer, Responsible Gambling Council

Long-term benefits

Now, with Sage Intacct firmly embedded in the work of RGC, the longer-term benefits of implementation can be quantified. Sage Intacct has streamlined and integrated financial management, providing a single source of trustworthy data along with automation of (and thus the increased accuracy and removal of human error from) workflows and approvals.

RGC now has a highly customizable system that supports multiple entities and allows detailed, multi-dimensional reporting with data insights that are of practical use. For instance, RGC is able to save time producing reports that align to our government partner standards, making it easier than ever to ensure compliance. The finance team's efficiency has increased by 40%, the automation of backend processes, including an EFT module that syncs across multiple bank accounts has improved accuracy and efficiency exponentially and the financial statements are now closed 50% faster. No wonder Les feels that “it's a great thing, to be here in the twenty-first century and have technology do things that you could never have imagined.”

