Keen insights for smarter decisions — ADP/Intacct integration

Originally founded in 1987 as a renovator of historic buildings for reuse, Agemark quickly re-focused both its vision and its mission — to develop exceptional communities that focus on making a positive difference in the lives of seniors and their families. Today the company builds new construction to house its growing portfolio of senior-assisted living communities, with 700 employees working in more than a dozen senior living communities in six U.S. states.

Alicia Summers, assistant controller at Agemark, manages the company's bookkeepers and its software implementation and integration. "Data is everything. It helps us plan. It helps us make adjustments in real-time," Summers explained.

"Everybody wants systems that streamline and integrate. Having an integration process, that is the norm for software now."

As Agemark grew, disparate business software solutions became part of the company's landscape. While each function — payroll, human resources, finance and accounting — had the software it needed, management had a "must-have" of its own — access to integrated data across all functions that would help maximize informed decision making.

Visibility into data allows for informed decision-making

Improved data visibility and faster transformation of data into useful information were also top-of-mind for Agemark decision makers when they implemented their ADP/Intacct integration strategy. ADP® — a comprehensive, global provider of cloud-based Human Capital Management (HCM) — and Intacct — a leading provider of best-in-calls cloud ERP software — work together to simplify back-office processes.

Alicia Summers
Assistant Controller

Quick facts

Company: Agemark

Headquarters: Orinda, California

Industry: Healthcare — senior living residences

Employees: 700

Product: ADP Workforce Now®

Learn more about Agemark at agemark.com

"It can be very time-consuming entering new employees and terminating employees and getting that information where it needs to be in different software applications," Summers said. "Having the data integrate directly into ADP gives us those 'live' numbers more quickly and accurately, so we're able to make decisions on hiring staff."

The ADP/Intacct integration not only has streamlined workflow processes, but also has helped to significantly minimize errors. Summers added, "It also helps us make adjustments in real-time. We don't have to wait until the end of the month. We know with each payroll what our costs are by department. We're seeing actual numbers by department, so we can make proactive changes. Having that information at our fingertips and knowing that it's accurate is huge."

Solution: Streamlined integration that delivers needed information

Agemark's strategy to enable access to a broad spectrum of key data involved the integration of ADP Workforce Now solutions for payroll, HR, benefits enrollment, and other HR-related functions with Intacct online financial and accounting systems.

The ADP/Intacct integration automatically synchronized payroll records with general ledger codes. Agemark can now create journal entries for the hours entered into ADP Workforce Now to create formulas for financial reports. Summers explained, "We can look at the average hourly cost by department, by location, indirect versus direct, assistant versus supervisor, overtime percentages. You can really break it down and analyze it."

"ADP and Intacct are customizable from setup all the way down to the data you receive," said Summers. "You can pretty much track anything in either software solution. You can create fields if they're not already there to give you the data that you need for analysis."

Integration enables compliance with multi-state regulations

"Every year there are new compliance requirements," Summers observed. "Whether it's federal or state, there are always new things that we have to track or report on as a company."

Compliance increasingly places heavy demands on employers to provide accurate information — information that must be gleaned from multiple functions within the organization. With integration, Agemark no longer needs to perform manual compliance-related calculations and data collection.

"Over the past several years, we've had to deal with Affordable Care Act (ACA) compliance with all of the hours, track hours for benefit eligibility — and for our California locations, we have to comply with the new California sick time rules," said Summers. "Based on the rules we set up, our ADP system tracks our compliance obligations to determine eligibility."

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Alicia Summers
Assistant Controller

Integration creates time for strategic business initiatives

Perhaps most importantly, the ADP/Intacct integration has enabled Summers and her staff to save time. "We're able to focus on market studies and things that help us grow the business," says Summers. "It absolutely frees up time for more important things."

She concluded, "ADP and Intacct are listening to their customers when it comes to integration. It puts us in a better situation every day. All of the automated processes in all of our software — and especially ADP because it has employee information and it covers salary and benefits — is just making our lives so much easier. ADP and Intacct very much stand out."