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Agemark

Keen Insights For Smarter Decisions - ADP/Intacct Integration

Alicia Summers, assistant controller at Agemark, a healthcare network with a growing portfolio of senior-assisted living communities, spoke with us about integrating her HR and accounting systems to serve 700 employees in more than a dozen senior living communities in six U.S. states. Read her interview below.



Business Challenges

Q: What are the business challenges facing Agemark?

Summers: One of the challenges we had was software solutions that didn't talk to one another. Nothing was automated. Our ADP® software didn't integrate with Intacct, our accounting software, so we didn't have any employee information in Intacct. We had to make multiple changes in multiple places. If we added a new account, we would have to go in and map it. If the formatting wasn't exactly correct, Intacct wouldn't accept it. A lot of times we would get ready to export a file and have to do some tweaking before it was ready for import into Intacct. There were quite a few manual steps involved.

Q: How time-consuming was all of this?

Summers: We have 17 buildings. With each one we were having to export the file, possibly do some tweaking and a little formatting. If we

uploaded that file in different browsers, we had different formatting issues with the Excel file we were trying to import. That's been a challenge over the years, having to make sure that all the bookkeepers were using the correct browser so files formatted correctly. There were ongoing issues trying to transfer data from one system to the other.

Q: Were there other software solutions involved as well?

Summers: Yes. We use Intacct for accounting and ADP for payroll. We use PeopleNet for our time clock. We use ECP Assisted Living for patient health records and clinical information. We use Sherpa for marketing and Relias for training. The list goes on and on. Getting all of these software solutions to communicate with each other automatically – that's one of our constant battles and our goal is to make things fit together.



Business Solutions

Q: How has ADP helped you with automating certain tasks?

Summers: We're doing more and more with ADP to get things automated. We have about 700 employees, but we're constantly growing so we're always looking for new ways to automate our processes. With ACA compliance, we have ADP doing all of our reporting and our tracking, which we just couldn't do on our own. ADP takes care of all of that now. We also do all of our benefit enrollment through ADP Workforce Now®. This year was our first year. During open enrollment all of our employees actually enrolled themselves. We have carrier feeds set up with all of our insurance companies so when employees make enrollment changes in ADP, they sync directly with the insurance company systems. We no longer have to go to three or four different websites to set employees up on benefits or make changes. There's just so much room for error when you have to hit all those different websites. Now it's all in ADP Workforce Now and the employees actually make their changes. That was a huge, huge time saver!

Q: How has the Intacct/ADP integration benefitted your organization?

Summers: First off, let me say that I'm very excited about the ADP and Intacct integration. I was excited to work on the project from the beginning, to be one of the front runners. We're saving time and streamlining our processes. It's exciting to automate a process that can take us a lot of time. Information that we feed into our time system now flows into ADP Workforce Now and then into Intacct. We enter hours into our time clock system, PeopleNet, which is also tracking our PTO, and all this information flows into ADP. PTO

hours paid through ADP are also passed directly to Intacct for tracking purposes and the balances. ADP also tracks the hours entered for ACA compliance and benefit eligibility. Based on the rules that we've set up, ADP can track whether or not employees are eligible, whether they're full-time or part-time, and what they're eligible for. Once you have everything set up correctly and those rules are in place, you can rest easy. The information's there. It's quicker. It's more accurate. It's real-time. There's just so many benefits to it!

Q: And what do you do with all that new-found free time?

Summers: We're able to focus on and really nail down a lot of the financials, so we can analyze where our spending is, where it should be, and how we can cut costs. We're able to use that time to analyze information instead of just getting the information in, which was just so time-consuming. Now we can take that data and look at it. We can analyze the financials and make decisions. We can do market analysis so we can grow the business, open new facilities. We're able to actually hire fewer bookkeepers. They can handle additional locations because they're not spending so much time on the day-to-day data entry. We're absolutely freed up to focus on more important things.

Q: What's would you tell a peer about your ADP/Intacct integration experience?

Summers: What I would tell them is that ADP and Intacct are absolutely listening to their customers when it comes to integration. I think overall everybody wants things that integrate to streamline their workflows. I think there was a huge need for it. By listening to feedback from customers, they're making changes. We're at the tip of the iceberg - and it's just going to keep getting better.