



Customer Story

TSAOG Orthopaedics & Spine

Healthcare — Texas

Sage Intacct is the backbone of the back office



TSAOG Orthopaedics & Spine

Executive Summary

When the new CFO, Devashnee Rodrigue joined the organization, she found an aging, outdated version of Dynamics GP that simply could not accommodate TSAOG's multi-location, multi-entity operations. Business partner Express Info recommended a move to Sage Intacct.

Results with Sage Intacct

- Chart of accounts shrank to 255 from nearly 4,000.
- Monthly close time reduced from 6 days to 4.
- Number of monthly journal entries cut by 34%.
- Support for intercompany transactions eliminates inefficient duplicate data entry.
- Time-saving efficiencies free time for strategic planning.

Healthcare is a tech industry

When Devashnee Rodrigue joined TSAOG as its new CFO, she found something of a dichotomy between the technology-driven medical side of the practice and the outdated back-office software. "It was a challenge to get a clear understanding of the organization initially," she says. "The legacy software we were using didn't support multiple entities, so we had separate companies set up for each of the five entities. As a result, accounting staff would log in and out of different companies throughout the day, and we could not generate meaningful reports about the organization's overall health."

Devashnee says TSAOG's management team was immediately receptive to her plan to modernize the organization's accounting software. "We all recognize that medicine has become a tech industry too," she says. "We discussed our goals for the new application, such as providing better visibility to stakeholders, and they quickly got on board."

Sage Intacct is the cure

TSAOG seriously evaluated both NetSuite and Sage Intacct before deciding on Sage Intacct. "Two factors made Sage Intacct the better choice for us," Devashnee recalls, "price and usability. Sage Intacct's cost of ownership was lower, and we all preferred its user interface over NetSuite's."

TSAOG's business partner, Express Information Systems, has experience migrating clients from Dynamics GP to Sage Intacct. That experience led to a streamlined transition that pleasantly surprised Devashnee. "We were able to bring in five years of data from the old system, which was incredibly useful. It allowed us to be productive from day one."

Dimensions eliminate backbreaking burden

The general ledger in the company's legacy application was hard coded and rigid. "As a result, we had to have segments of the account dedicated to locations, departments, and doctors. With 50 departments, 42 doctors, and 8 locations, that added up to thousands (3,911 to be precise) account numbers."

“Two factors made Sage Intacct the better choice—price and usability. Sage Intacct’s cost of ownership was lower, and we all preferred its user interface over NetSuite’s.”

Devashnee Rodrigue, CFO, TSAOG Orthopaedics & Spine

In contrast, Sage Intacct has a dimensional chart of accounts, so TSAOG can use the dimension fields to denote these values.

“We have reduced our chart of accounts down to 255,” says Devashnee. “That change alone has been transformational in terms of simplifying data entry tasks and adding enormous flexibility and speed to our reporting.”

Multiple entities can operate as one

TSAOG’s various entities have many vendors in common, but in the old system, each vendor had to be created and maintained separately in each company. Keeping the vendor data consistently updated across companies was redundant, as was the fact that they had no choice but to issue separate checks from each company with which the vendor did business.

“After our move to Sage Intacct, we have 25% fewer vendors to maintain since our entities get to ‘share’ vendors,” Devashnee explains.

“Plus, we can easily review our overall spend by vendor, which we couldn’t do before. “We’re hopeful that having that data will help us negotiate better rates on some products and services.”

Monthly close is 33% quicker

Previously, accounting staff had to repeatedly log in and out of different companies to replicate each entry for inter-company transactions. However, these transactions can now be easily completed by selecting the appropriate dimension value, simplifying the process significantly. Likewise, generating consolidated reports is now just as effortless.

The efficiencies gained have resulted in TSAOG reducing the number of monthly journal entries by 34% and cutting the monthly close cycle from six days down to four, a 33% reduction.

Cast off the spreadsheets

Previously, most of the company’s financial and operational reports had to be created in spreadsheets because the accounting application couldn’t combine data across locations.

“Having our reports in Excel made them difficult to share with stakeholders,” Devashnee adds. “If the recipient of a report had a question about a specific number, for example, they would email us, and we would halt our work and investigate the relevant data points. However, now our stakeholders can simply click on a number in the report to access the underlying details themselves. It saves time and frustration for all parties involved.”

She concludes, “Thanks to Sage Intacct and Express Info, we’ve brought TSAOG’s back office into the digital age. The efficiencies we’ve gained allow us to spend more time on strategies, such as reducing expenses and optimizing staffing levels, that create real and lasting value.”

About Express Info

Express Info provides premier accounting and financial management software with a local, San Antonio approach. Our greatest strengths are creating solutions to intricate problems and resolving concerns efficiently for our diverse industry clientele which includes manufacturing and distribution, healthcare, nonprofits, hospitality, construction, real estate, and more.

We take pride in helping small and mid-sized businesses reach beyond their potential, a dedication to detail that has earned the trust of over 600 companies’ accounting and financial software needs. Nothing makes us happier than seeing our customers succeed and knowing we played a part in their triumphs.