

Paragon Rehabilitation

A Study in Technology ROI

Solution Brief

Customer Profile

Paragon Rehabilitation, Inc. provides complete rehabilitation therapy services on a contract basis to third-party and company operated nursing facilities.

Situation

Paragon was frustrated by the inflexibility of their current systems. They were forced to rely on spreadsheets to perform basic accounting functions and spending far too much time trying to fix errors resulting from so much manual and redundant data entry.

Solution

Paragon selected Microsoft Great Plains and quickly saw the benefits, including the ability to make speedier decisions, streamlined operations and robust reporting and analysis capabilities.

Users

15 Concurrent Users

Products & Services

Microsoft Great Plains:

- > General Ledger
- > Receivables Management
- > Payables Management
- > Fixed Asset Management
- > Bank Reconciliation
- > Integration Manager
- > FRx Graphical Report Writer
- > Human Resources
- > National Accounts
- > Payroll
- > Payroll - Direct Deposit
- > Account Level Security

Business Type

Healthcare Services

Paragon Rehabilitation, Inc. provides complete rehabilitation therapy services on a contract basis to third-party and company operated nursing facilities. Founded in May 1989, Paragon has over 130 contracts in 23 states. Total Care, Inc., a subsidiary of Paragon, provides home healthcare services in North Carolina, South Carolina, Michigan, and Louisiana. Paragon's administrative and accounting functions are headquartered in Nashville, Tennessee.

The Challenge

In 1997, Paragon Rehabilitation found themselves limited and at times crippled by their accounting system. Not only were they frustrated by the inflexibility of their system; decision-making processes were slowed by their inability to get data out of the system. Moreover, basic accounting functions were being performed on spreadsheets and entered manually, with a significant amount of staff time spent on searching for keying errors and manual tasks.

In any industry, access to accurate financial information is key to successful decision-making. For Paragon, the need to react quickly and strategically to changes in the healthcare industry, particularly changes in reimbursement policies, was critical.

The Solution

Paragon implemented Microsoft Great Plains in 1998 and immediately began gaining control over their system, their data, and their time. Their focus was to eliminate the keying of data, to regain time spent on manual tasks, and to harness the power of their data for strategic business decisions.



Microsoft Dynamics

Microsoft Business Solutions, Great Plains, Microsoft CRM, Solomon and Axapta are now part of the Microsoft Dynamics family.



Opening New Opportunities

A year after Paragon made the change to Microsoft Great Plains, major changes to reimbursements in the healthcare industry occurred. While many of Paragon's competitors closed their doors, Paragon was able to make key strategic decisions to move their company forward. "One of the things we like most about our Microsoft Great Plains system is the ability to drill-down to master data," says Leigh Ann Thompson, Paragon's director of Finance. "Our ability to get accurate data from our system helped us make timely, strategic decisions. We withdrew from business that was no longer profitable."

Doing More With Less

With changes in reimbursements, it was necessary to do more with less as the company went through a period of downsizing. Within a year of going live on Microsoft Great Plains, Paragon was able to automate almost everything within the finance department with minimal cost outside of Microsoft Great Plains. With a vision of virtually eliminating data entry, Paragon estimates it has freed up the time of two full-time staff previously spent on manual tasks.

Large Journal Entries - down to 30 minutes

Paragon utilizes the Integration Manager module to import large journal entries, accounts payable vouchers and receivable entries into the system. Although it is difficult to estimate the amount of time saved from keying information into the system, these processes currently take about 30 minutes to double check and upload. Even better, clerical errors occur less

because the information is taken directly from the original source.

Budgeting – 1 week to 1 day

By utilizing the Microsoft Great Plains Budgeting Wizard, Paragon is able to export their account structure and budgets into Excel, and make changes. After the budget has been approved, the wizard simply imports their budgets back into the system for the next fiscal year.

Clearing Checks – 8 hours to 30 minutes

By uploading their bank statements into Microsoft Great Plains, Paragon no longer has to manually check-off checks as they clear the bank or look for amount discrepancies. Not only does this eliminate the possibility of errors by missing a check or discrepancy, but trims approximately 2-3 hours of time from each of their four accounts.

Billing/Sales – 2 days to 2 hours

By uploading large orders into the accounts receivable module of Microsoft Great Plains, Paragon has eliminated more than a day of data entry from their routines.

Payroll

With over 1,500 employees, automating payroll is a must. Currently, Paragon is implementing a web based labor module that directly imports into Microsoft Great Plains. This change will reduce the payroll processing time from six days to less than two.

Financial Reporting

Paragon prints all financial reports in adobe format from FRx report writer. By dragging and dropping them onto their FTP Internet site, they provide management automatic access to their

P&L's. Specific reports are sent in the same format via e-mail.

The Business Partnership

ePartners® has partnered with Paragon to deliver their Microsoft Great Plains solution, implementation, support, training, and planning for the future.

"You have high expectations from your vendor," says Thompson. "Our decision for Microsoft Great Plains and ePartners has been a great business decision. ePartners currently supports all our technical issues, and has been instrumental to our integrations and current success with our system."

Implementing a business critical system is not a simple process and is unique for each business. "Both our Dynamics implementation and our upgrade to eEnterprise were successful," says Thompson. "Even though an implementation is not an easy process, I have known implementations to be unsuccessful when they go live – there are no guarantees. Our implementations have been successful."

"ePartners has been a great resource as we grow with our system," says Thompson. "ePartners has developed their relationship with us and we have seen marked improvements in their service over the last year."

ePartners is committed to helping Paragon utilize technology to create growth and further success. To date, ePartners is working with Paragon to help them accomplish their goals in automating processes in payroll and human resources.

The World's Leading Microsoft Business Solutions Consultancy.



After more than a decade of arming its customers with a competitive advantage, ePartners has established itself as one of the leading Microsoft consultancies worldwide. From aligning clients' business and IT strategies, to improving business processes, and deploying and supporting solutions that accelerate business results, no other technology partner offers more comprehensive information technology solutions and services than ePartners. Last year alone, more than 400 leading companies spanning 45 industries turned to ePartners for strategic business solutions and consulting services.

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