



Imagine!

www.imaginecolorado.org



At A Glance:

- **Company:** Imagine! provides support services in Colorado's Boulder and Broomfield counties to people with developmental delays and cognitive disabilities
- **Location:** Lafayette, CO
- **Industry:** Non-profit; Government; Healthcare
- **Challenge:**
 - Implement a software system that meets the needs of a multidiscipline, non-profit human service corporation
 - Support civilian users planning their own public services consumption
 - Integrate multiple data sources and service vendors
- **Software switched from:** Microsoft Great Plains, Access; spreadsheets, paper-based processes
- **Other software considered:** Microsoft Navision OneCare, ProSocial applications
- **Results with NetSuite:**
 - Successfully deployed self-managed services plans to families, providing services faster and more effectively
 - Able to manage more than 200 providers of counseling, education, and other support services
 - Savings include avoiding at least 3 full-time-employee hires and thousands in annual postage costs

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— Kevin Harding, Director of IT
Imagine!

The Results:

Community Centered Board Imagine! has been using NetSuite for years to streamline the delivery of services to families dealing with cognitive disabilities. Imagine! has migrated virtually all of its external and internal business processes to the on-demand business platform. NetSuite's customer-facing modules as well as internal vendor and services tracking help Imagine! manage more than 200 providers of counseling, education, and other specialized services for the thousands of families in its service area.

NetSuite's Web interface and unified data structure make it easy for Imagine! to monitor and control its operations efficiently and effectively. "We see huge efficiencies in terms of time, and I get great shared information across my managers," says Mark Emery, Imagine! executive director. The company's NetSuite investment was originally predicated to save one and a half full-time employees, but the organization has done even better. "Things like our new cash-grant program would take three more people to do if we didn't have NetSuite, and our savings in postage alone are huge," he says.

Using a modified version of NetSuite's Customer Center, families are able to manage the provisioning of many services themselves, without having to call or write Imagine! staff. "Our consumers don't have to call us or come down to the office in order to acquire and pay for services they need—they can manage their entire budget through NetSuite," says Kevin Harding, Imagine! director of IT. "It's been very successful."

The organization's internal financial and HR processes are also now powered by NetSuite. "When we ran on Great Plains, we could only get a report out of the finance office once a month, and not everybody had access to the system because the per-user costs were so high," Harding says. "NetSuite has not only made things easier, but more accessible as well."

 Find out more: contact NetSuite, Inc. at 1 877 NETSUITE or visit www.netsuite.com



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The Challenges:

Imagine! is a Colorado Community Centered Board, a private non-profit that acts as a managed services organization, the single point of entry into local, state and federally funded programs for those with cognitive disabilities in Colorado's Boulder and Broomfield counties. Always looking for ways to serve its constituents better and faster, the organization wanted to find a way to move to self-directed spending of allocated grant money. "Families are saying that they know their sons and daughters better than anyone else, and to let them control the money, if they want to," says Emery.

But Imagine!'s existing financial tracking and recordkeeping systems were not up to the challenge. The organization experimented briefly with a Great Plains add-on, as well as custom development, but neither option proved viable in the long run.

The Solution:

After a successful three-year term using NetSuite for case management, Imagine! was able to confidently expand the solution to manage its internal processes as well. Imagine! investigated other alternatives including Great Plains plug-ins and custom development, but nothing could deliver more than NetSuite. "Most companies will implement NetSuite for the back office first and then expand. We did it backwards, because our need for case management was so immediate," Harding says. "When it came time to improve our back office processes, we saw that nothing else would develop into the product we wanted, and that NetSuite would give us the top-down view we wanted."

The integrated solution gives Imagine! much greater flexibility than it has ever enjoyed. "Our biggest advantage is in reporting, because every manager and supervisor is able to use NetSuite to check on their budgets and employees using real-time data," he says. "We even use NetSuite for job applications, which makes converting a candidate into an employee record easier and faster, and eliminates paper reports for interviews and new hires."

Imagine! uses NetSuite to generate insurance billing and other necessary tracking documents, paring much of the time needed to accomplish those tasks using its old paper-based processes. Best of all, NetSuite gave Imagine! the safety and security it needed to move its operation to an effective on-demand service. "We talked openly about privacy in the administration and we read through the protections and privacy NetSuite offered, because we do have some very personal data, down to Medicaid and Social Security numbers," Emery says. "Everybody has been comfortable with the protections in place, and even NetSuite cannot access our information without me allowing them."



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