



Alan Stewart Homes Limited

www.stewart-homes.com



At A Glance:

- **Company:** Alan Stewart Homes Limited
- **Location:** Peterborough, Ontario
- **Industry:** Healthcare
- **Challenges:** Stewart Homes needed a Canadian and Web-based accounting system that could delineate twelve locations as separate divisions
- **Software switched from:** Accpac Simply Accounting
- **Results with NetSuite:** Avoided \$15K in accounting and IT fees, can take extended vacations while stayed tuned in to the business



“My accountant and I will be chatting over the phone and I’ll make a change into NetSuite, and bang, it’s there. She sees it too. It’s almost instantaneous ... How can you quantify the cost savings of having your business work together from multiple locations?”

— Steve Cooper, Vice President of Operations

Alan Stewart Homes

The Results:

Stewart Homes saved \$10,000 to \$15,000 with NetSuite in implementation and maintenance costs. They did not have to hire an accountant nor technical support consultants to physically come onsite. In addition, Stewart Homes has realized ongoing savings by doing business in multiple locations. Since NetSuite manages the application at its own data center, Stewart Homes users can log in simultaneously from any location and all IT and technical support costs are eliminated.

The Challenges:

Stewart Homes is a service for medically fragile and medically complex children in Ontario, Canada that supplies around-the-clock care for 75 children in eight homes. Three more homes are under construction.

Running such a service requires over 50 full time employees and over 100 part time employees with a multitude of details to track on operations and costs. The company wanted to have accurate and timely accounting information for each home as a separate division. But the company’s Simply Accounting software, which it had used for 10 years, was geared to track only a single location.

Steve Cooper, vice president of operations and a chartered accountant himself, and Alan Stewart, the founder, were frustrated with their inability to break down accounts by location, since each location functioned as a division of the company. They were also dissatisfied with the lag time between events and reports. “It wasn’t unusual for the reporting to be several months behind,” he said.

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



The Solution:

In the fall of 2000, Stewart Homes opted for NetSuite Small Business and later upgraded to NetSuite. Soon it saw a huge gain in the ability to supply distributed access to its accounting. Now Cooper can work jointly with an accountant on the opposite coast. "We'll be chatting and I'll make a change and, bang, it's there. She sees it too. It's almost instantaneous."

Five staff members have access to the system. Two of them in Peterborough, Ontario, needed access to write checks to run the five homes there. But Cooper did not want them to have access to company revenues, assets or other private information. "Setting up limited privileges is easy with NetSuite," he said.

With its ability to do currency conversions, NetSuite is readily adaptable to a Canadian company and can deal with the Canadian goods and services tax, he noted.

Stewart Homes set up its NetSuite system itself with no outside experts or NetSuite consulting services. "Every transition between accounting systems is difficult. This one went very well, given the distance of separation," Cooper said. The business units generating data were in Ontario. NetSuite technical support was in NetSuite's office in San Mateo, Calif., and the accountant was in Vancouver.

Stewart Homes found the shared remote access of NetSuite to its liking. When Steve Cooper vacationed in China, he found he could access the company's accounts from a local Internet café. Founder Alan Stewart wants to take a step back and leave more of the day-to-day managing to Cooper and his staff. With NetSuite, he can go away for extended periods of time and still log into the accounting system, keeping his finger on the pulse of the business, Cooper said.