



Imagine!

www.imaginecolorado.org



At A Glance:

- **Company:** Imagine!
- **Location:** Lafayette, CO
- **Industry:** Non-profit; Government; Healthcare
- **Challenge:**
 - Implement a software system that meets the needs of a multi-discipline, non-profit human service corporation
 - Support civilian users planning their own public services consumption
 - Integrate multiple data sources and service vendors
- **Software switched from:** Access, spreadsheets, paper-based processes
- **Other software considered:** Great Plains, Navision OneCare, Access, ProSocial applications
- **Results with NetSuite:**
 - Successfully deployed self-managed services plans to families, providing services faster and more effectively
 - Able to manage more than 150 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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The Results:

Community Centered Board Imagine! has been using NetSuite for years to streamline the delivery of services to families dealing with cognitive disabilities. Using NetSuite's customer-facing modules as well as internal vendor and services tracking, Imagine! now manages more than 150 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, director of supported living services. "The company's NetSuite investment was 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," says Emery.

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. "We see them once for classroom instruction using the system, but other than that we don't see them again, because the system is self-directed and they don't have to consult with us to get the services they need," Emery says. "It's been very successful."

The self-service system has attracted roughly half of all cash grant applications and has taken much of the extra time and effort out of financial reckoning as well. "Billing for services was a tedious, paper task. The cash grant program was exclusively paper and snail mail. NetSuite got rid of much of the waiting."



 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:

One of Imagine!'s target new services is an aid program for families with autism and related conditions to run directly through NetSuite's ecommerce/Web Store capabilities. "Families get an allocation of funds, not a cash grant, and we set that up in NetSuite as a credit. In the Customer Center is a list of vendors and services, and a list of prices for the services they can purchase," Emery says. "The vendor invoices us, we pay them, and the family gets to access their financial information, tracking how much they have spent, what they have spent it on, and a monthly report of what has been paid out."

NetSuite also provides time and billing information for many of Imagine!'s key services personnel. "We're tracking about 70 employees, and half of those are in billable services. As they document their time, we can use NetSuite's invoicing capabilities to pay the program." 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," he 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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