QMetrix

cohealth

A not-for-profit community health organisation: How they did it with the right financial and business insights

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Since implementing Workday Adaptive Planning there have been huge time and cost savings for cohealth. The speed at which our finance team works to complete daily tasks is now incredible! It seamlessly integrates with Microsoft Business Central and links financials with non-financials, making it a breeze for the rest of the organisation."

– Cathy Williams, Director Finance and Reporting, cohealth

cohealth was born in 2014 with the merger of several community health organisations. cohealth is a not-for-profit community health organisation that responds to people's needs by delivering a wide range of low cost, high quality, accessible health care, support services and community programs. cohealth has over 30 sites across Melbourne's CBD, northern and western suburbs.

Challenge

cohealth was using a legacy accounting system which was full of data and very slow. It was hard to get any value add – or anything – out of it. The budgeting and planning process was manual, with no auditability and forecasting capabilities.

Upgrading their system to Microsoft Business Central delivered much more functionality such as the ability to add more dimensions and analyse data in a rudimentary fashion. However, cohealth was still lacking a real reporting function.

cohealth was looking for a solution that could:

- Bring in and combine financial and non-financial data in one place

- Deliver reporting across the organisation automatically with self-serve features

- Cater to different stakeholders, providing visual reporting functionality

- Budget and create rolling forecasts

- Integrate with their current system, Microsoft Business Central

Solution

After trialling various software options, cohealth finally found a suitable solution in Workday Adaptive Planning (WAP).

Using actuals to plan forward with insight
cohealth's annual budget used to be a huge, manual process spanning 4 months. This was done with a system that did not integrate, and was slow and difficult to report from. They also created forecasts twice a year. It was quite backwards because the system only allowed them to look at the performance Year-to-Date.

All this changed with WAP. Several models including payroll, grants, revenue, capex, income allocation and fee-for-service were built. These models have allowed cohealth to become more sophisticated with their planning and at a more granular level – yet without it being more time consuming.

In the old system, the budget and forecast could not be loaded in. Now with WAP, the finance team are able to just copy and paste information into a new version for the month, and make changes. This has enabled a constant 12 month rolling forecast – something impossible just months ago.

With audit tracking features, they can see who did what changes when. They can also create multiple scenarios easily with version management and control.

Beyond the budgeting and planning process being easier and quicker, cohealth can now look forward and ask:

- Where are we going to be this Financial Year and in 12 months' time?

- Where do we need to deploy resources?

- Knowing where we will end up at the end of the year, how many FTE can we afford?

With actuals that provide insight and foresight, the team is able to strategise in a forward thinking way.

Automated, self-serve reports

Reporting at cohealth involves 260 cost centres, which are grouped in various ways. Reports need to be provided to different people and agencies. These include banks, funders, the board, executives and individual program managers, all of whom have different requirements and financial literacy.

To cater for this, the finance team used to build one report, export it to Excel and spend immense amounts of time customising each report. Now, having built the report structures in WAP, a simple click of a button generates a fit-for-purpose report.

Even better – instead of the finance team having to download reports and email them at the end of each month, users can simply log in and access the report within a user friendly interface / system.

Rather than a query coming back to the finance team, users themselves can gain real time access to see individual cost centres and exactly what was loaded the day before. They can also drill down to view transactions and invoices. This saves time for both the user and finance team.

There is also no worry when it comes to security as strict security levels were easily set up so people can only see what they have authority to.

One area WAP has really helped with is Corporate Cost Recovery (allocations). This applies to actuals as well as budgets and forecasts. To make this happen, a finance team member used to spend at least a day each month manually manipulating the information in Excel. Even then, corporate costs were generally either over or under recovered. Now, with rules set up in WAP, the calculation to fully allocate costs is automatic and it takes just a quick click to export it for posting into the GL.

In the past it would take 48 hours to issue a P&L report. Now, it just takes minutes and is there for anyone (with permissions) to see.

When preparing for month end, the finance team used to download a list of transactions from the system or run a report. It could take 20 minutes just to post a journal. Now with WAP's OfficeConnect and Web Reports, it takes just 30 seconds.

Cathy Williams, Director Finance and Reporting at cohealth, says, "The team has quicker access to more information. We were using a manual process to send a basic financial report which took a lot of time to prepare.

"Now, it is super quick. With Workday Adaptive Planning Web Reports, we just design a new report and a manager can see it, and use that same report ongoing with updated numbers all integrated. There have been huge time savings".

Helping the business understand how activities link to financials

Rather than just talking about numbers, cohealth is now able to have a better conversation around what *drives* the numbers, and use that to improve operational performance.

As a not-for-profit organisation, cohealth has contracts with funding agencies to which they have obligations. For example, they might have to fulfill X service hours to receive $X funding.

Many staff at cohealth are service providers who might not see how hours of service link back to the financials. However now with WAP, the finance team can explain why financials are a certain way because of the number of service hours provided.

Apart from linking financial and non-financial metrics, what also helps are the visuals. WAP's capability, built on the data in Microsoft Business

Central, builds reports that look good – and are more easily understood.

Flexible. Easy. Fast.
Just a few months into implementing the solution, cohealth has already seen clear results. For them, Workday Adaptive Planning has delivered these benefits:

- Flexible: Build fit-for-purpose models and reports to deliver what you need

- Easy: Easy for users within or external to the finance team

- Fast: Huge time savings and quick access to more and accurate information

It is a far cry from the time they had to do calculations for every report, every month. As Cathy says, "Once you get the models and reports right, you are laughing! WAP is a brilliant system and I love it. The rest of the business engages with it, and it delivered what we needed it to".

There is more cohealth wants to do with WAP. Their next steps include integration with the payroll system and building more dashboards to take accessibility and reporting to the next level.

On working with QMetrix, Cathy says, "The team is absolutely fantastic. Starting from the brainstorming sessions, they have always been very helpful, responsive, knowledgeable and friendly. Whenever I asked a question, I got an answer straight back exploring options on what we could do.

QMetrix understood the complexity of what we needed especially with the models and built them from scratch. The training they provided was clear, concise and easy to go through. They are wonderful and I would highly recommend them to anyone".

Impact
For cohealth

Seamless integration with Microsoft Business Central

A 12-month rolling forecast that enables strategic, forward planning based on actuals and business insight

Ability to link activities with financials, enabling service providers to better understand and drive operational performance

Fit-for-purpose reports for different groups, from banks to funders and internal stakeholders – with visual capabilities

Huge time savings for the finance team: From taking a day to customise a report, to just a quick click. From P&Ls taking 48h to just minutes

Self-serve functionality: Authorised users can access reports and drill down for more information without querying the finance team

Quicker access to better information

QMetrix

QMetrix provides professional advisory services that empower our clients to operate with the agility needed in today's business environment. Our corporate Budgeting and Planning, Master Data Management, Business Intelligence and Analytics, and Forms and Workflow Automation solutions help to drive better business performance.

We work together with clients to achieve the right outcome for their unique business, providing end-to-end solutions from analysis to design and delivery. We serve clients across Australia and South East Asia.

Learn about QMetrix's corporate budgeting and planning solutions →

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