

LeadingAge transforms financial operations to serve the aging better

Key takeaways

- LeadingAge successfully transitioned from an on-premises financial software system to Sage Intacct without disrupting their financial operations.
- The new system enhanced reconciliation, grant tracking and intercompany transactions. Customized financial reports were developed to better meet LeadingAge's specific needs.
- The relationship between LeadingAge and RSM was built on strong communication and trust.

Just a few months into his new job, Michael Amerman learned that his organization would soon discontinue its on-premises financial software system. Furthermore, he would be responsible for getting the new system up and running.

"I was still pretty green," Amerman says. "And I had never worked with the proposed new system. So I needed a vendor I could count on."

Amerman is vice president of finance for LeadingAge, an association of nonprofit organizations dedicated to being the trusted voice for the aging. LeadingAge, incorporated in 1965, represents over 5,000 nonprofit aging services providers and other mission-minded organizations that touch millions of lives every day.

The nonprofit identified Sage Intacct as its preferred system, and Amerman advocated for its adoption. LeadingAge brought in RSM US LLP (RSM) to handle the implementation.

"We wanted to get it right on the first try, but we also wanted to think about the process from start to finish instead of rushing through it," Amerman says. "RSM understood that."

Goals and challenges

LeadingAge had a wish list for the engagement. The primary objectives included a smooth transition to Sage Intacct that wouldn't disrupt their financial operations. Amerman says the implementation also had to be executed efficiently and within the organization's budget.

As far as specifics, the organization wanted to improve reconciliation, grant tracking and intercompany transactions. Furthermore, LeadingAge hoped to develop customized financial reports to better meet the organization's needs.

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~ Michael Amerman,
Vice President of Finance, LeadingAge

"RSM is very organized and methodical about how they implement new systems," Amerman says. "That approach helped us understand the process. It made everything easier."



However, there were potential roadblocks to a smooth implementation. For example, RSM faced a tight turnaround in completing the project, and LeadingAge leaders were somewhat unfamiliar with Sage Intacct. But Amerman says RSM overcame these obstacles.

"We needed someone who could provide guidance and not rely on us to do a lot of the heavy lifting," Amerman says. "The level of patience between the two teams was very high, and we established a great working relationship."

The engagement begins

Early-stage discussions between LeadingAge and RSM determined the organization's specific reporting and operational needs. Amerman says the teams engaged in fluid, ongoing conversations to refine ideas and resolve issues efficiently. He adds that the working relationship between LeadingAge and RSM was built on strong communication and trust.

"RSM did a great job of walking us through the process very carefully and meticulously," Amerman says. "No project of this type is going to be 100% seamless. But knowing that RSM could handle challenges and knew what they were doing gave us a lot of confidence."

The implementation process was structured yet flexible, with regular check-ins and troubleshooting sessions. Amerman says RSM provided exceptional customer service and was highly responsive. He adds that LeadingAge soon saw the benefits of RSM's solution.

Big changes

Amerman says RSM successfully addressed LeadingAge's wish list, which included:

- Establishing a system to manage intercompany cash flows
- Creating department-specific templates with well-defined relationships
- Enhancing financial visibility and agility

Amerman says that by leveraging Sage Intacct's capabilities, LeadingAge significantly improved its ability to forecast and make data-driven decisions. The new system also offered a simplified setup and improved transparency, allowing LeadingAge to integrate credit card and bank statements.

Amerman says the next phase of the engagement will further refine grant management features and optimize budgeting processes.

"We plan to continue working with RSM," Amerman says. "We're committed to leveraging Sage Intacct's full potential with RSM's support."

The takeaway

The transition to Sage Intacct has empowered LeadingAge through better financial oversight, strategic insights and a scalable foundation for the future. Amerman says that throughout the engagement, RSM displayed a deep understanding of complex financial needs and a strong dedication to client success.

"RSM understood what needed to be done, and they focused on helping us," Amerman says. "It's good to work with people like that."

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