



"Intacct ERP On Demand allows us to meet services firms' demands for automating the work process, monitoring performance and creating a distributive work process. With Intacct, the distance between employees, stakeholders and our firm is eliminated."

Seth Pomeroy, Partner, The NDH Group

Customer Success Story

THE NDH GROUP, LTD

Company:

The NDH Group provides tax, outsource and accounting technology solutions to clients nationally.

Location:

Chicago

Industry:

Financial and Technology Services

Founded:

2003

Results:

Intacct allows The NDH Group to provide powerful reporting, process automation and outsource solutions to corporate clients.

Key Intacct Capabilities:

- Web-based collaboration
- Process integration
- Utilization tracking and financial metrics

Challenge:

The NDH Group needed a Web-based accounting and ERP system with integrated Professional Services Automation (PSA) applications.



NDH Group, Ltd.

Challenge

The NDH Group, which provides tax, outsource and accounting technology solutions to corporate clients across the country, realized how critical it was to give customers access to powerful information systems and on-demand financial and accounting expertise.

The NDH Group's clients wanted to reach beyond the restrictions of traditional accounting systems, which are often limited by high maintenance costs and on-site access. Customers, such as Jasculca/Terman & Associates, INTEGRITYOne and Trusted Edge, also needed to automate time, expense, billing and project management functions and have a single, real-time view of their entire operations.

"Clients ask for business value, process automation and powerful reporting," said Pomeroy. "Not unreasonable goals for companies used to delivering leading-edge solutions."

Solution

To meet customer demands, The NDH Group implemented Intacct ERP On Demand, which comes with integrated Professional Services Automation (PSA) applications. Benefits The NDH Group's customers reap include the reduced capital costs of hosting applications, the ability for employees, owners and The NDH Group to get anywhere access to applications, process integration and the ability to track relevant performance metrics in real time.

Intacct's Web-based solution, delivered by IBM's e-business Hosting services, reduces the cost and risk of hosting proprietary ERP and accounting software. No hardware and software to acquire and maintain. No IT staff to hire and train.

Granular permission controls give The NDH Group the ability to grant employees, owners and business partners anytime, anywhere access to applications and data. The NDH Group can work with real-time information and collaborate with customers over the Web, effectively acting as a virtual CFO/CIO, offering custom templates, configuration schemas, reports, and consultation through its Outsourced Controller/CFO and Outsourced Accounting Tech services.

"Information loses its value with time and as a result of too much or too little detail," said Pomeroy. "Intacct provides us with powerful reporting systems, which assemble comparative information but also filter out extreme details. As a result, we can help our customers move towards the information sweet spot."

Results

Intacct's powerful reporting tools help The NDH Group provide INTEGRITYOne, a business and IT professional services firm, with a range of benefits, including better prediction of cash flow, project contribution-and-cost comparison and utilization monitoring. The tools aiding with this analysis include hierarchical, side-by-side and project-based reporting. INTEGRITYOne also allows employees to monitor metrics specific to them from a single instance of a company-wide report.

The NDH Group uses Intacct ERP On Demand to close INTEGRITYOne's monthly books faster. This means getting usable and predictive information into the hands of its owners quickly so they can react accordingly. Further, custom timesheets and invoices are now forwarded to clients on a timelier basis. These improvements speed collections and aid in increasing the A/R turn rate, which is another critically measured performance metrics.

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