

case study

sheppard pratt health system



Industry

Healthcare

Overview

Private, non-profit behavioral health system headquartered in Towson, Maryland

Headquarters

Towson, MD

Revenue

\$200 million

Employees

2,300

“Our new system had to be flexible, customizable and easily managed and enhanced by Finance. Axiom EPM absolutely met and exceeded every one of those requirements. The system is so easy to understand and move around in; our staff is very, very pleased.”

— Matthew Knudsen, Assistant Director, Information Services



Setting the Stage

Sheppard Pratt is a private, non-profit behavioral health system headquartered in Towson, Maryland. More than 2,300 employees run 37 programs in 12 counties, providing mental health services including hospitalization, residential treatment, and psychiatric rehabilitation. The organization had an existing budgeting process; however, with numerous remote locations and a number of separate versions of the budget, issues of efficiency and data integrity were becoming increasingly apparent. In addition, a number of functions were being done outside of the system, which elongated the budgeting process. After an exhaustive search of the market, Sheppard Pratt found that Axiom EPM met their needs as an application that would unify all budgeting functions across locations, add efficiency and accuracy into the process, and closely parallel their existing software for a smooth transition.

Why Axiom EPM

Efficient Transition and Implementation

Axiom EPM closely mirrored their previous software, so system migration was easy on the users and management. The implementation process was highly collaborative: the Axiom EPM consultant encouraged Finance to step back and define a function wish list, and then made suggestions for how to streamline and improve processes. “Our Axiom EPM consultant was outstanding,” says Matthew Knudsen, Assistant Director, Information Services, Sheppard Pratt. “She helped us build in new functionality that really took us to the next level. We benefited greatly from her perspective and solid background in accounting.”

Streamlined, Accurate Budgeting Process

Axiom EPM immediately alleviated budgeting inefficiencies since all processes could now be executed within one application. In addition, new functionality allowed users to save time and mitigate data errors. For example, fringe benefits could now be calculated automatically within the system instead of in an outside application. Budget check reports are also automatic, and the system emails Finance if there is a problem with the data. “The email notifications are a wonderful part of the process,” says Corbett. “We know immediately if there is a problem and are able to address it right away. Our process is much more efficient and the integrity of our numbers has increased exponentially.”

Unsurpassed Customer Service and Support

Axiom EPM’s experienced staff consistently scores ‘excellent marks’ in customer surveys, and Sheppard Pratt’s experience with Axiom EPM is no exception. Says Corbett, “Axiom EPM gives us the personal and customer-centric service that you can’t get from a big name vendor. When I pick up the phone I know I’m going to get a hold of someone right away and they are going to address my needs immediately. It’s just a great relationship.”

Customizable Application Owned by Finance

Sheppard Pratt spent 10 years customizing their former budgeting platform, so Finance required Axiom EPM to accommodate those customizations while also expanding functionality. Axiom EPM’s flexible application handily met and exceeded those requirements. In addition, Axiom EPM is built on Microsoft Excel functionality so non-technical users can manage changes and enhancements without the help of IT experts or Axiom EPM support. “The end user can truly customize and administer the application, which is a huge benefit for our team,” says Donna Corbett, Controller, Sheppard Pratt. “It’s so easy to query data that people are comfortable with and refer to it often as a reference point.”

Results

Using Axiom EPM, Sheppard Pratt has integrated all budgeting functions into one platform, significantly streamlining and shortening their budgeting process and enabling greater data integrity. As a result, the organization is able to devote more time to analysis and budgeting decisions. Sheppard Pratt has been so impressed with their results that over the next couple of years they plan to expand their system by adding Axiom EPM’s reporting tools.



Axiom EPM application offerings include:

- Budgeting & Reimbursement Modeling
- Financial & Strategic Planning
- Capital Planning & Tracking
- Productivity Tracking & Analytics
- Financial & Management Reporting
- Costing & Service Line Profitability
- Scorecards & Dashboards

Axiom EPM corporate office

10260 SW Greenburg Rd., Suite 710

Portland, OR 97223

toll free: 877.691.9969

fax: 503.961.1176

sales: 503.977.0234 x115

email: info@axiomepm.com

www.axiomepm.com

