MYOB Greentree

Client National Dental Care I **Partner** BizlinkIT I **Location** Australia
Product MYOB Greentree I **Industry** Health Care

Online ERP service results in smiles all round

National Dental Care is an Australia-wide network of over 50 dental practices. The network aims to set the benchmark for oral health services and patient care in the country.

Problem

Complex requirements, no infrastructure

NDC was established in 2013, when it bought a number of clinics. The company recognised an immediate need for an ERP system that would be able to handle its sophisticated financial management needs, but one without the burdens of a cumbersome IT infrastructure.

"We looked at MYOB Greentree when we came on board and decided that the online model suited our needs as a start-up business," explains Jason Gent, Financial Controller, NDC. "We didn't have the in-house infrastructure or IT expertise to be able to maintain and manage the various components of ERP or payroll systems, or the backup process that you need to go through."

An MYOB Greentree Partner was enlisted to develop a specialist clinic-based configuration of Greentree that could be delivered online while integrating happily with NDC's other, specialist management systems.

"We didn't have the in-house infrastructure or IT expertise"

Solution

Enabling growth without the teething issues

The resulting online solution provided NDC with the flexibility they need to grow. "It gave us the support that we needed when it came to setting up the system and expanding," says Jason.

At present, the organisation employs more than 400 staff and processes over 8,000 to 10,000 transactions every month. Some of NDC's clinics operate in remote areas and it often uses external contractors to provide support services. "Our clinics benefit from access to our financial support systems," Jason says. "We've automated a number of processes and built new ways to track expenditure."

NDC has also implemented MYOB Greentree eDocs, to electronically reconcile creditors with statements. This results in greater accuracy and efficiency, as well as reducing NDC's paper consumption.

MYOB Greentree's Financial Reporting Engine in Excel (F.R.E.E.) was another key addition to NDC's new setup, ensuring a high level of accuracy and greater efficiency when inputting data. "We're quite heavy users of the F.R.E.E. template functionality, providing for business processes to be automated at a support office level," says Jason.

"We have ready access to reporting customised to a level that you wouldn't normally see outside of a very large and expensive ERP implementation," says Jason. "We can provide up-to-date reporting to all of our clinics – detailed P&L, information about the branches themselves, POs, CAPEX etc. We've also been able to establish business intelligence reporting that we've designed and managed at the company level."

"Our finance department hardly has to do any work on the reporting side of things. This allows the finance team to focus on what they're really there for – adding value."

"We've automated a number of processes and built new ways to track expenditure"

Outcome

Pain-free business processes

Data is uploaded and controlled seamlessly, numerous processes are automated, everyone has access to updated information, staffing overheads are minimised, and MYOB Greentree's scalability bodes well for anticipated rapid growth.

MYOB Greentree's ability to automate processes has brought major economies of scale. NDC started with a three-person finance team handling the business of five clinics; the company has now increased to seven times that size with 50 clinics, but the finance department still only consists of just six people.

"MYOB Greentree has enabled us to evolve our business and scale our operations accordingly within a system that has both the level of flexibility but also the level of control to make it possible," says Jason.

"We're projected to grow to somewhere around the 100 clinic mark within a few years. The larger any organisation gets, the more rigorous the level of control, the more automated and efficient the systems need to be. We're confident that the systems and processes we've set up with MYOB Greentree will allow us to do that without needing additional resourcing." Jason concludes.

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Before	After
+ Complex requirements, no infrastructure	+ Flexible, scalable online ERP system
+ Overdependence on paper-based process	+ eDocs electronically reconciles statements
+ Inadequate reporting functionality	+ Excel(F.R.E.E.) enables accurate, highly customisable reports

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