

MYOB Advanced

Client Nextt Group | Location Australia
Product MYOB Advanced | Industry Professional Services



MYOB delivers sound corporate support

Nextt Group provides support for people with mental and physical disabilities in states along the east coast of Australia, through a staff of 2,500 professionals. The growing complexity of its multi-company structure, which used multiple financial systems, drove the decision to unify its business systems and gain better reporting. Nextt chose MYOB Advanced.

Problem

Too many systems

Nextt has experienced major growth in demand for its support and care services since its inception in 2003. Its revenue comes from a mixture of funding sources, including state and federal government grants from the likes of Home Care and NDIS, as well as private organisations. It runs more than a dozen different programmes and eventually, this structure took its toll on Nextt's financial management systems.

"We were running six different finance systems, each linked to a separate operational database, as a legacy of multiple acquisitions," explains CEO, Mark Mulder. "This meant that we had limited financial transparency, and timing and accuracy of our financial reporting was low, with frequent manual interventions.

"The accuracy and reliability of numbers was a real problem for us; we didn't have the time to reconcile discrepancies. Our entire finance team was just churning out numbers, and we had very little ability to drill down and understand business performance."

Nextt struggled to share financial information with its regional offices. This was impacting on its operational performance because local managers weren't getting useful data in a timely manner.

Automation of manual tasks was a major priority, along with more accurate documenting of processes. Nextt wanted a flexible platform that could cut and report along multiple dimensions – by business unit, region and service line, and that would integrate with its Carelink CRM package. A cloud-based system was deemed essential for cost-saving and scalability.

"We went looking for a mid-tier solution that could meet those criteria," Mark says. "Small Business systems could not support multiple entities and the volume of transactions, whilst enterprise platforms were too complex and expensive."

A technology partner came up with a shortlist of systems, including MYOB Advanced, Xero, SAP B1, and NetSuite. Advanced was selected for its functionality, flexibility and competitive price.

"The accuracy and reliability of numbers was a real problem for us."

Solution

Multiple systems consolidated

The MYOB Partner was instrumental in helping Nextt build a new Chart of Accounts, and overseeing the complex mapping and integration of consolidating multiple systems.

"We were influenced in our choice of Advanced knowing we'd have a partner that could help deliver the platform we required," says Mark. "Their approach has been very structured, organised and professional."

Integrating the operational database and software used by Nextt with Advanced created significant operational efficiencies. Nextt now has a centralised database, and its finance teams in its regional centres are able to access information via the cloud.

"This is a massive benefit, which has totally transformed our business," says Mark. "The reporting we get from Advanced is fantastic; the biggest benefit is being able to align our financial and operating data."

We can look at the programmes, the revenues, the direct costs and the growth margins, and align that back to hours of service so we can understand the actual drivers of the business.

“Being able to break down the data enables us to target the areas we need to focus on and where we’re doing well. It gives us a more granular understanding of the business that we’ve never had before.”

“The reporting we get from Advanced is fantastic.”

Outcome

Advanced simplifies threefold growth

This increased depth of knowledge has brought greater operational efficiency. The interface with Carelink means invoices are dropped automatically into Advanced. Debtor and creditor management, invoicing and receipting have all been streamlined, and finance staff estimate the level of paperwork has fallen by 60%.

“We’re now focusing on more value-added work,” Mark says. “Advanced’s flexibility allows us to cut the data in different dimensions, which means we can be very responsive.”

Advanced has simplified Nextt’s growth process, allowing a new company to be dropped into its unified reporting structure quickly and easily. Advanced has also improved the quality and timeliness of information that Nextt provides to various government agencies.

“Advanced has great potential to improve our management of NDIS claims,” says Mark. “We have a large NDIS business in multiple states and it’s a very complex area. We were manually reconciling claims on spreadsheets. Advanced will become a central clearing house for those claims.

“Our recent performance has been much stronger than before, which I put down to the operational improvements we’ve achieved,” Mark concludes.

“Advanced is helping us to understand our business and to manage it better.”

“Advanced will become a central clearing house for NDIS claims.”

Before	After
+ Cumbersome multiple data silos	+ Consolidated central database
+ Disparate finance systems	+ Manual processes automated
+ Too much manual work	+ Vastly improved reporting and analytics
+ Poor reporting capability	+ Greater operational efficiency
	+ Streamlined company structure achieved