

Client

The Lyndon Community

Partner

Kilimanjaro Consulting

Location

Australia

Product

MYOB EXO Business

Industry

Not for Profit

Drug and alcohol NGO reduces inefficiency by bringing all of their financial systems under one roof.

Company background

The Lyndon Community is a non-governmental organisation that provides drug and alcohol treatment programs throughout NSW. For more than 30 years, it has helped thousands of people with withdrawal, rehabilitation and support through a range of residential and non-residential programs.

The organisation has close ties with peak bodies, other health services and universities. But partnerships alone aren't enough to ensure the Lyndon Community can carry on delivering such critical work. It's essential that internal processes are as streamlined as possible.

Just over two years ago, Ed Zarnow joined the Lyndon Community as CEO. He immediately noticed a number of inefficiencies with incumbent software.

Manual consolidation

For nearly a decade, the business had been using MYOB Premier as its accounting software.

"As a system, it was easy enough to get around," says the CEO, "but we were forever having to consolidate data manually".

The Lyndon Community is structured into projects, all grouped under a single ABN. In Premier, the only way to account for that was to treat each project as a separate company with a separate bank account.

This created a number of problems. For one, the absence of a consolidated balance sheet meant that the only way to move funds between projects was to physically transfer money in and out of bank accounts.

It was a similar story with financial reporting.

"Before we could calculate our GST for the entire organisation," explains Mr Zarnow, "we'd have to download information from each company's account into a spreadsheet and consolidate the data there.

"It was complex and time consuming," he says, "and it soon became clear we'd have to find a better way of doing things".

Easy implementation

As it happens, the Lyndon Community had already been considering MYOB EXO Business as a replacement system. So picking up where others had begun, Mr Zarnow invited in MYOB implementation partners Kilimanjaro to discuss their requirements. Shortly afterwards, the organisation started the process of implementing EXO.

Initially, the aim was to launch the new system in time for the new financial year.

"Once we'd sat down and mapped out the migration, it became clear that wasn't going to happen," says Mr Zarnow, "so we decided not to rush things and let the process take a more natural course."

On balance, admits the CEO, the process went exceptionally well.

"We didn't have any major hiccups," he says – "just a few balancing issues because of the number of companies we were bringing across".

What really helped, says Mr Zarnow, was having a consultant on board from Kilimanjaro who was an accountant by trade.

"The fact that she clearly understood the accounting implications was very useful to us."

MYOB EXO Case Study

Finance takes care of itself

The Lyndon Community have been using EXO now since November 2012. In that time, there have been a number of notable improvements.

“From a personal point of view,” says Mr Zarnow, “I’m just not worrying about the financial side of things any more. I know all that’s being taken care of.”

Then there are the time savings. With EXO’s consolidated balance sheet, there’s simply no need to export any data. It’s all done within the system.

All systems under one roof

The CEO admits that they haven’t done much more than scratch the surface of EXO’s true capabilities.

“Because of the nature of our business, we don’t need a lot of the functionality. I mean, we don’t sell stock or anything like that,” he says.

What the organisation has done however, since moving from Premier, is move all financial systems – not just accounting – under one roof.

“We’re now using EXO for our payroll, asset register and timesheets, so we’ve gone completely EXO,” says Mr Zarnow

Dipping in

On a regular basis, the CEO says he’s primarily concerned with management reporting.

“Other people are using the system every day [for payroll and invoicing etc]. I tend to dip in more towards the end of the month, to do analysis and close off.”

On the whole, the NGO hasn’t needed to tailor many of EXO’s reports. Kilimanjaro have made one or two adjustments, but these have mainly been customisations of invoices and debtors reports, according to Mr Zarnow.

A platform for expansion

Asked whether he envisages a time, further down the line, where the Lyndon Community might need to bring in additional third party systems to run alongside EXO, the CEO says, “To be honest, I think with EXO Payroll and EXO Assets, we’ve got all the system requirements we need.”

“But,” he adds, “EXO is set up in such a way that if we were ever to expand our services and grow, that will be able to happen very easily.”

“That was part of the idea of going to this system,” says Mr Zarnow.

“I was trying to set up a platform where we could expand without having to change our finance system down the track.”

For the time being, EXO is working just as the Lyndon Community would like it to.



It’s easy to understand and easy to navigate. And with the support of Kilimanjaro,” says Mr Zarnow, “we’re in a good position”