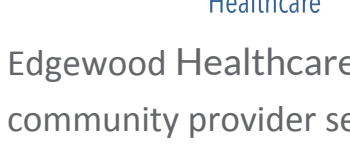
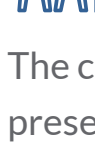


POWERING HEALTHCARE EFFICIENCY

How a Senior Living Provider Unlocked Critical Data and Enabled Remote Work



Edgewood Healthcare is a senior living community provider serving the **upper Midwest region**.



The company has been committed to preserving the independence and quality of life for seniors since its **founding in 1992**.



X100



X10



X200

Edgewood **employs over 2,700 people** and **operates more than 60 independent living**, assisted living, and memory care communities with **more than 4,000 beds** across seven states in the region.

In addition, Edgewood has expanded its services to include:



Therapy



Home Health

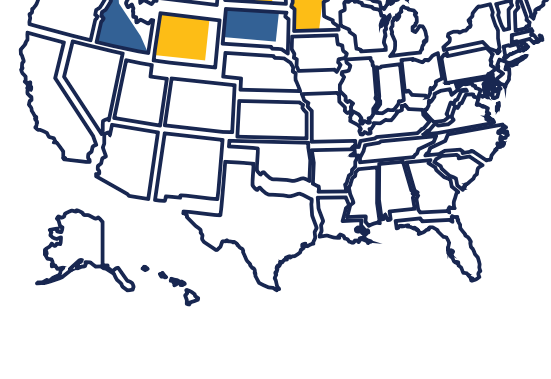


Hospice

➤ NetSuite ERP	Increase operational efficiency
➤ NetLease	Instant access and visibility to critical business data
➤ Solution 7	Significant time savings with fast and accurate reporting and analytics
	Ability to scale and add new locations with ease
	Easy transition to remote work
	Decrease in number of in-house accounting FTEs

The Right Solution for a Growing Problem

As Edgewood grew from managing a single location in **North Dakota to 64 communities** across seven states, the company was quickly reaching the limitations of its legacy accounting software.



Accessing financial data for different locations and entities required logging in and out of separate books, resulting in hours of manual work just to generate regular reports. The team then relied on makeshift solutions including overly complicated spreadsheets that were hard to maintain, offered very little visibility, and resulted in plenty of overtime.

Working in the healthcare space, there were additional factors to consider. Edgewood required a solution that could meet the strict regulations for the storage and processing of protected health information as laid out by HIPAA.



Eide Bailly helped the company evaluate five different ERP solutions, including **NetSuite** and **Sage Intacct**. After comparing features and benefits, the company decided on NetSuite ERP with customizations and select third-party solutions to meet their specific requirements.



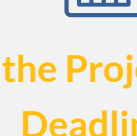
This unique configuration would allow Edgewood to continue to use its **Electronic Medical Record (EMR)** system by structuring their data and permissions to be compliant with all applicable privacy laws.

A COORDINATED APPROACH

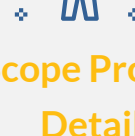
To kick off the project, Edgewood worked with Eide Bailly to map out their:



Business Requirements



Lay Out the Project Plan and Deadlines



Scope Project Details

In addition, the Eide Bailly team provided an overview of the customizations and third-party add-ons required to solve some of the unique challenges that Edgewood was facing.

During the implementation, Eide Bailly and Edgewood met virtually on a weekly basis to deliver updates, provide feedback, and answer questions. To ensure that Edgewood's team was ready to take full advantage of NetSuite from day one, Eide Bailly provided on-going training sessions throughout the entire process.

➤ Third-Party Solutions Included:



NetLease seamlessly integrates with the NetSuite dashboard to provide additional lease accounting features. This scalable solution is designed to manage the complete lease lifecycle for organizations with numerous complex leases with the same drill-down capabilities and visibility that users expect from NetSuite.



Solution 7 makes it easy to generate financial reports in Microsoft Excel based on NetSuite data. This solution helps sales and finance employees who are already familiar with Excel get access to the same real-time data as NetSuite users with little to no training.

Along with NetSuite's native capabilities and business management tools, these integrated solutions drastically shortened the time it took for Edgewood to generate their financial reporting. Whereas certain tasks used to take half a week to complete, accurate and streamlined reports were now available at the click of a button.



When Timing Matters

On schedule, Edgewood went live with NetSuite on January 1, 2020. Due to the ongoing training and preparation provided during the implementation phase, the company's internal teams were fully prepared to utilize the new ERP system from the very first day. In case of any unforeseen issues, Eide Bailly's team remained available to answer questions and troubleshoot after go-live.



Shortly after the implementation, the COVID-19 pandemic caused a series of lockdowns and stay-at-home orders across the country. In order to transition employees to remote work and maintain productivity, many businesses were rushing to adopt new technologies.

Due to NetSuite's cloud-enabled platform, Edgewood's staff was able to seamlessly transition to remote work, something that would not have been possible using their former legacy, on-site platform.

“
With Eide Bailly, we were ahead of the game from the get-go, and we maintain a great working relationship.
 - John Dybvad, VP of Finance - Senior Living
 ”

Quality Data, Quality Care

Switching to NetSuite drastically reduced time spent:



Filtering through Raw Data

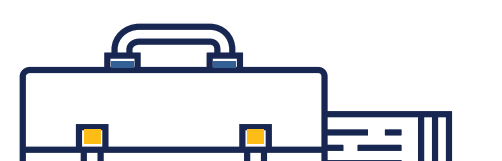


Switching Between Workbooks



Manually Compiling Reports

Edgewood was able to streamline its operation and divert resources from its accounting department to other business functions. Now, detailed metrics and reports can instantly be generated by the finance department, helping the company leadership make informed decisions based on real-time data.



Drawing on decades of industry experience and deep software expertise, Eide Bailly's implementation team was able to anticipate common bottlenecks and potential issues along the way. Being a care provider responsible for thousands of patients and residents, any project delays may have had detrimental effects. Thanks to careful planning, healthcare industry knowledge, and clear communication, the project was completed on time and without any issues.

Following the successful implementation, Edgewood has continued to work with Eide Bailly providing ongoing support and consulting services.

“
Prior to NetSuite, it felt like our data was being held hostage, which hindered strategic decision-making. The real-world experience and technical expertise of Eide Bailly's implementation team was invaluable to getting us up and running with the new ERP solution.
 - John Dybvad, VP of Finance - Senior Living
 ”