



CAPROCK HOME HEALTH SERVICES MOVES TO SAGE 300

Sage 300 speeds and streamlines operations for busy healthcare provider



Customer

Caprock Home Health Services, Inc.

Industry

Home health care

Headquarters

Lubbock, Texas

System

Sage 300

For more than 30 years, Caprock Home Health Services, Inc. (Caprock) has been providing attendant and skilled nursing care that enable its clients across the state of Texas to remain in their homes. When the time came to replace its older accounting software package, Caprock sought a robust financial accounting application capable of handling its multiple locations and myriad of programs, and it chose Sage 300.

“We had been using Sage Pro ERP since 1999,” recalls Carolyn Bigham, accounting manager for Caprock. “Although it had served us well, we had outgrown it. Sage 300 delivers all that we were looking for, and the price was very competitive.”

Strong local support network

In addition to its strong financial reporting, consolidation, and payroll capabilities, Sage 300 offered another valuable asset. “We found a local partner here in our town,” says Bigham. “I cannot say enough about the importance of a strong business partner. Our Sage partner is responsive and knowledgeable, and we consider them part of our operation.”

The business partner was able to transfer years of historical data from Sage Pro to Sage 300 and configured an import utility that transfers data from Caprock’s medical billing software into its accounting application.



“Before, we had to create manual journal entries to bring in this data,” explains Bigham. “It was time consuming and did not support the level of detail we need for financial reporting. Now, it is an automated process that saves us a lot of time and effort.”

Streamlined payroll processing

Caprock utilizes the Sage 300 Payroll module to pay its more than 2,000 employees. Hours, location, program, and task data from the medical billing software are imported into the Payroll module, where checks are generated. The level of detail in Sage 300 facilitates tax allocation and reporting.

Improved financial reporting and consolidations

With 12 locations and 30 programs, Caprock’s financial reporting requirements are complex and extensive. The company needs the ability to slice and dice the data in various ways. “For example, we might want to look at a single program across all locations, or all programs in a single location,” says Bigham. “We couldn’t achieve this in our old software, so we relied on spreadsheets. With the capabilities inherent in Sage 300 and our partner’s expertise, we can now print all of the reports we need directly from the software.”

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Carolyn Bigham, accounting manager, Caprock Home Health Services