Nebraska Vet Services Consolidates Multiple Enterprises and Disparate Systems with Acumatica

NVS
Nebraska Vet Services

"Unlimited users is definitely a plus. In other software systems we've used, we would pay for the bare minimum of seats and seem to be holding our staff back because they couldn't all be working on the system at the same time."

– Tana Jacobson, Office Manager, Nebraska Vet Services

OVERVIEW

After experiencing rapid growth, Nebraska Vet had outgrown their disparate systems and needed one solution to manage multiple branches and location inventory issues.

SITUATION

Nebraska Vet Services (NVS) was founded in 1985 with one veterinarian, John Boucher, and his wife who worked as a receptionist in the office. NVS now has 8 veterinarians, 4 offices, and 20 employees. NVS provides small animal and large animal care and treatment, animal health product sales, and is involved in many veterinary and veterinary technician student externships. NVS also has a sister company, NVC Vet Supply, with sites in South Dakota, Wisconsin, and Iowa.

With multiple offices, an ever expanding product line and growing inventory, and a varied client base with patients, product resellers and other veterinary clinics, NVS needed a better way to manage it all. Tana Jacobson, Office Manager at NVS recalls, "Our system simply wasn't working for us anymore. We had outgrown it and we needed something that would work to help us manage the different branches and multi-location inventory issues."

NVS had been using veterinary-specific software for accounts receivable and inventory, and QuickBooks for the accounts payable and accounting side of the business. They needed a higher level of efficiency and accuracy from a single, integrated solution. It would need to manage the warehouse and inventory, provide inventory valuation accuracy, ease inventory tracking, and be robust enough to handle a large amount of data with room for expansion.

SOLUTION

NVS had been working with a company to set up their electronic data interchange (EDI) process, who ended up consulting with them through the software selection process. This ultimately led NVS to Mindover Software. Ms. Jacobson states, "This process initially seemed overwhelming. Many software resellers only want to talk to big corporations with unlimited budgets, so it can be very frustrating when sales people don't call you back or don't answer questions for days on end. Mindover Software however, was always very quick with their responses and willing to work with us. And for a small to midsize business, price was also an important factor for us."

Lloyd Smith, President & Director of Operations at Mindover Software, adds, "Once we looked at what NVS was using and what they were trying to accomplish, we felt the best fit for them was Acumatica. It would not only solve all the issues they had identified, but would provide a level of efficiency they hadn't even been able to consider. By automating manual processes beyond their software system, NVS was going to be in for a pleasant surprise."

COMPANY

- **Location:** West Point, NE
- **Industry:** Animal Health

KEY RESULTS

- Seamless operations with one fully integrated system
- Unlimited user licensing allows more staff involvement with the system
- Automated order system provides real-time visibility of all inventory
- Time savings of 3 - 4 days per month when updating inventory pricing
- Intercompany transaction process saves time in manual data entry and bookkeeping work

The Acumatica implementation was started at NVS' West Point, NE headquarters where all the moving parts were funneled into Acumatica's cloud based solution, and further streamlined for the subsequent implementations at the other locations. The implementation process was also used to fix prior accounting problems, so that subsequent financial reports would be accurate.

BENEFITS

NVS is now operating solely on Acumatica. The veterinary-specific system that had been used primarily as a CRM system to keep track of owners, their pets, and pet histories, was now all integrated into one system along with the accounting and inventory. In addition, streamlined processes that weren't possible before are now saving NVS time and money. Before Acumatica, sales people would write up orders and fax them in to the office. Now, thanks to Acumatica's web-based solution, orders are automated giving NVS real-time visibility of all inventory regardless of location.

"For the first time in years, everything is reconciled and up-to-date. We were never fully reconciled with the old system. Now, with Acumatica, we can see accurate information for our whole business, it's always up-to-date, and we only have to look in one place."

– Dr. David Gnad, Veterinarian and Partner, Nebraska Vet Services

Acumatica also makes it easy to keep pricing for NVS' inventory up-to-date. Jacobson says: "In our previous software, we had three different sites where we needed to change prices. With Acumatica, those three sites (plus another we've added since converting to Acumatica) share an inventory list so I only have to change prices once! That literally saves us between 3 or 4 days per month. I can also set dates for the prices to update, so if I want all prices to change on the 1st of the next month, I can do that. It's extremely useful and definitely saves us time and money."

Likewise, NVS gained efficiency by having all financial information in one place providing them a reconciliation processes for payables and receivables.

Dr. David Gnad, a Veterinarian and Partner at NVS, states, "For the first time in years, everything is reconciled and up-to-date. We were never fully reconciled with the old system. Now, with Acumatica, we can see accurate information for our whole business, it's always up-to-date, and we only have to look in one place. This change has already had a positive impact on our business and our staff."

Jacobson adds, "There have been several unexpected benefits of implementing Acumatica, too. With our sister companies also on Acumatica, the intercompany transaction process that was set up by Mindover Software saves me a tremendous amount of time in manual data entry and bookkeeping work."

"Also, since Acumatica is hosted by an off-site server and is 'in the cloud', we don't have to maintain a server at an office. This also means that any of our staff can log into the system from anywhere they have internet access using a phone, tablet, or computer. We are still learning the system, but it has many more reports and different ways of looking at things than our old system did. We can trace a product from receipt to the time that it sells and have all the documentation to go with it. We are planning on implementing barcode scanners within the next year, which should increase accuracy even more."