

# Brendoncare



# Keeping track of finances at Brendoncare

Brendoncare, a charity providing care services in the south of England, has implemented Advanced's OpenAccounts solution in order to achieve improved financial control and management. Other benefits of the new solution include better income management and the flexibility to support organisational growth and change.

## Client >

Brendoncare

## Sector >

Social Care

## Project >

OpenAccounts

*"OpenAccounts stood out from the competition because it combined exceptional ease-of-use with the best allround functionality, ranging from invoicing to consolidated management reports."*

Graham Camfield >  
Systems Accountant >  
Brendoncare

Although charities are often free of the competitive pressures that affect businesses, efficiency is a high priority for many. If charities are to maximise the benefits provided to the people and causes they support, it makes sense to implement good financial management and cut down on operational running costs wherever possible.

The Brendoncare Foundation, a care organisation dedicated to improving the quality of life of older people, is well aware of this. Brendoncare operates eight residential and nursing homes across the south of England, as well as providing a range of related services.

Brendoncare home worked with standalone computers and independent applications. This made it difficult to achieve good financial management and control. The opportunity to rectify the situation came when Brendoncare set up its own network system and decided to implement a completely new financial management system to replace its Coldharbour and Pegasus systems.

According to systems accountant Graham Camfield, his organisation was looking for a flexible system that could be used by non-specialists as well as financial staff. Brendoncare was also keen to work with a supplier who could support it throughout the implementation and also afterwards if any issues arose. Following a formal tendering exercise, Advanced's OpenAccounts solution was selected.

*"OpenAccounts stood out from the competition because it combined exceptional ease-of-use with the best allround functionality, ranging from invoicing to consolidated management reports," said Graham.*

*"We were also impressed by Advanced's presence in the care market. This translated into a good understanding of our requirements, particularly in the key area of income processing."*

## Successful cooperation

Brendoncare implemented not only the core accounting modules of OpenAccounts but also Executive Desktop Reporting and the OpenLink integration module. The system currently has 18 end-users, who include administrators at each care home as well as the central accounting team. Each month, management accounts are produced separately for every home along with a consolidated report for the entire foundation. With Executive Desktop Reporting, users can also design their own reports as required to meet particular needs. Using OpenLink, data can be imported into the financial system from Brendoncare's payroll system.

The implementation was carried out jointly by Brendoncare's own people and Advanced consultants, the latter taking responsibility for user training as well. According to Graham, successful co-operation between the two organisations ensured that the go-live date was met. Although there was an enormous difference between the old and new systems, end users adapted well and are very happy with the change.

*"Both during and after the implementation, Advanced impressed me as a very professional and helpful company," commented Graham.*

## Support for change

According to Graham the OpenAccounts solution provides Brendoncare with much better financial information coupled with enhanced capabilities for income management. Many Brendoncare residents are funded by multiple organisations, including local authorities and NHS Primary Care Trusts, each of which has highly specific requirements for the frequency and formatting of invoices. These sales invoices can now be produced directly from Brendoncare's financial system without any need for information to be keyed in more than once. Sales invoicing therefore takes less time and less effort.

*"OpenAccounts provides a very flexible sales invoicing system that is fully integrated with the other OpenAccounts ledgers. We no longer need a specialist third-party income processing system," said Graham.*

In Graham's view, several features of OpenAccounts make it particularly suitable for use by organisations operating care homes. For example, different sources of funding, each with its own sales ledger account, can be invoiced separately but they can also be combined within a single resident's account in the project ledger, ensuring that fees are charged correctly for each resident. The sales ledger system takes care of large payments from funding authorities, but invoices can still be produced within each resident's account, which is linked to the sales ledger account for the funding authority for allocation of receipts. This eliminates the need to split receipts among several accounts. The ability to set up multiple sales and purchase ledgers within a single company allows costs to be analysed separately for each home if desired.

Whereas the previous financial system was used only by Brendoncare's central accounting team for Nominal/General Ledger, OpenAccounts is so user-friendly that access has been opened up to managers and administrators at the individual care homes. This has improved financial processes, cut down on paperwork, and further reduced re-keying of data.

At the same time, the system's management reporting functionality ensures that Brendoncare's accountants are able to keep track of finances from day to day, rather than waiting for others to send information to them. Actual expenditure can easily be compared with budgets and any discrepancies or problems investigated immediately.

Because all the information is available centrally, the need for people to travel is greatly reduced. Furthermore, it will be easy for Brendoncare to comply with forthcoming regulatory requirements governing financial reporting by charities.

From a technical viewpoint, Graham believes that flexibility is the key feature of the Advanced application, as illustrated by Brendoncare's experience of reporting, income management, and opening up access to a wider user base. This flexibility also provides support for Brendoncare's growth and expansion.

*"The great thing about OpenAccounts is that we can continue to evolve and change without having to worry about the implications for our financial system" he explained.*

We shall shortly be setting up a new division within the Foundation with a totally different ledger format and reporting structure. OpenAccounts has so much flexibility in it that we shall be able to do this by just setting up a new Company and tailoring it to how we need without having to worry about any of the other companies we already have.

As time goes by, Brendoncare will continue to expand the scope of its Advanced implementation. Already it has made additional efficiency gains by introducing support for BACS payments and direct debit receipts, and Graham expects to see further benefits being realised in the future.

*"We were also impressed by Advanced presence in the care market. This translated into a good understanding of our requirements, particularly in the key area of income processing."*

Graham Camfield >  
Systems Accountant >  
Brendoncare

## More information

**w** [oneadvanced.com](https://oneadvanced.com)  
**t** +44(0) 8451 605 555  
**e** [hello@oneadvanced.com](mailto:hello@oneadvanced.com)

Ditton Park, Riding Court Road, Datchet, SL3 9LL

Advanced Computer Software Group Limited is a company registered in England and Wales under company number 05965280, whose registered office is Ditton Park, Riding Court Road, Datchet, SL3 9LL. A full list of its trading subsidiaries is available at [www.oneadvanced.com/legal-privacy](https://www.oneadvanced.com/legal-privacy).