

Customer Profile



Executive Summary

Previous solution:

- Fiserv

Results with Intacct:

- Eliminated 70+ hrs/mo from billing processes
- Saved 30 hours/mo on reporting and responding to ad-hoc requests for financial data
- Slashed monthly close by more than two-thirds
- Decreased revenue leakage by streamlining project billing

“Intacct is transforming our organization by giving each of our leaders 100% visibility into the financial and operational metrics they’re responsible for, which helps them take greater ownership over their respective areas of the business.”

– Cori Schmidt-Zdrazil,
VP Finance, MBS

In Search of Flexible Cloud ERP

Founded in 2003, Member Business Solutions (MBS) provides business lending and servicing for over 100 small credit unions across the United States. As the company rapidly expanded its service offerings, its internal financial management needs evolved as well. It became increasingly inefficient for the professional services company to share software with its parent company, Corporate One Federal Credit Union, which ran the group’s financials using an on-premises industry solution from Fiserv. MBS required a more flexible ERP solution that could simplify its complex billing processes and provide greater visibility across multiple lines of business.

“We went looking for a cloud-based solution that would provide the financial reports we needed out-of-the-box,” said Cori Schmidt-Zdrazil, vice president of finance at MBS. “We chose Intacct over NetSuite and others because it gave us an easy-to-use interface in an integrated A/P, A/R, project accounting, and general ledger system that we knew would scale our finance workflows easily as our company grows.”

Automated Financial Processes Improve Efficiency

Working with Intacct implementation partner Leap the Pond, MBS exceeded its own rollout expectations and deployed the new best-in-class cloud ERP solution in under a month. With Intacct, the company shortened its monthly close from seven to just two days, and cut the time its finance team spends generating standard financial statements and employee revenue reports by ten hours a month.

Intacct made the biggest impact on the company’s billing process. By integrating Intacct with its nCino bank operating system, MBS was able to streamline fee tracking for its underwriting and documentation services, which reduced time spent on this type of billing from four days to four hours each month. And the company’s finance team now

easily manages large amounts of pass-through billing—for items such as appraisals or flood certificates—because they can simply mark which clients should be billed as invoices come in from vendors. Intacct then automatically includes these items on the appropriate project bills.

“Intacct gives us brand new capabilities when it comes to managing project fees from a bunch of different sources, like vendor invoices, expense reports, sales orders, etc. We’ve reduced revenue leakage because everything hits the right client invoice, and we don’t ever worry about missing something that’s billable,” noted Schmidt-Zdrazil.

In addition, MBS manages monthly billing notices and loan payments on behalf of many member credit unions, requiring timely cash transfers to meet service level agreements. Thanks to Intacct’s automated reconciliation features, the finance team is helping to boost client satisfaction while saving a full day of manual balancing each week.

can slice and dice financials across multiple departments, items, customers, or even individual employees. Rather than relying on guesswork, each department vice president can now log into Intacct and run his or her own income statement to see how their area of the business is doing.

Because of this detailed visibility, MBS can easily measure and incent staff based on their personal production, and make better overall business decisions. For example, Intacct’s transparency into historical item revenue helps the company identify and quantify exactly which service offerings are loss leaders, and adjust its pricing schedule accordingly.

“Intacct freed around 20 hours every month that I personally used to spend chasing down answers for various questions from across the company. Now, we can find any data we need in just seconds,” shared Schmidt-Zdrazil. “Thanks to all of our streamlined accounting processes, my team and I have shifted our focus to growing the business over the long-term.”

Granular Insight Promotes Improved Business Decisions

MBS gained powerful operational insight with Intacct’s departmental reporting. Because the system makes it easy to tag individual transactions with a variety of relevant dimensions, the company’s finance team

About Member Business Solutions

Member Business Solutions is a professional services organization that supports partner credit unions ranging in size from \$5 million to over \$4 billion in assets. The company offers business lending, as well as centralized underwriting, servicing and documentation services for loans.

About CompuData

In business since 1971, CompuData is an award-winning business technology solution provider that has helped thousands of businesses improve their processes and bottom lines by providing user-friendly software, cloud, and technology infrastructure solutions.



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