

## Streamlining Financial Operations: Multiview's Impact on Crosspoint Human Services

Crosspoint Human Services, located in Danville, Illinois, is a not-for-profit organization dedicated to providing quality human services to individuals, families, and the community. With a staff of 130 and an annual budget of \$8.5 million primarily from grants and state funding, Crosspoint serves a wide range of needs in the community, including medical care for veterans, treatments for the homeless, aid for those with developmental disabilities, and more.

### Challenges Faced by Crosspoint

When Michelle Glines took over as Chief Financial Officer at Crosspoint, she inherited an archaic accounting system that hindered the organization's financial capabilities. Glines recalls, *"We couldn't even use a mouse with that system! We had to use function and arrow keys to navigate."*

The challenges extended beyond navigation. The finance system didn't integrate with the electronic health records (EHRs), which was a significant problem. Reporting was also a nightmare. Glines remarked, *"You basically had to be a programmer to create a report in there."*

Additionally, the accounting department was burdened with paper-based processes.



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## Selecting Multiview ERP

Glines was determined to transition to a more efficient system, and after evaluating various ERP options, she chose Multiview for its user-friendly interface and comprehensive functionality. Multiview allowed for an extra layer of granularity, enabling detailed transaction tracking and seamless integration with electronic health records.

## Impact of Multiview ERP

The transition to Multiview brought about significant improvements in Crosspoint's financial operations. Glines noted, *"Multiview has made a huge difference, just in our day-to-day. It now takes five people to do what used to take seven."* With the ability to scan invoices directly into the system, the organization saved valuable staff time and resources. Reporting became more streamlined, providing accurate financial information to the Board and Executive Director. Glines also highlighted the impressive customer support offered by Multiview, emphasizing, *"Multiview's helpdesk is amazing! Every time I ask the support desk, can we do this or that, they are on it like that! It's never been more than a couple of hours for them to get back to me."*



*The implementation of Multiview ERP at Crosspoint Human Services resulted in tangible improvements, streamlining day-to-day operations and enhancing financial accuracy and efficiency. With the ability to access real-time, reliable financial information, the organization navigate challenging situations and make informed decisions to sustain its crucial services to the community.*

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