

Multi-Entity Commercial Building-Services Company

How a four-entity facility-services provider rebuilt its labor-cost data around Sage Intacct — making labor-cost auditing reconcile by entity and by building, and replacing paper onboarding with automated, bilingual workflows.

4

Legal entities reconciled under one job-cost structure

4→2

Job-hierarchy levels — simpler field navigation

EN/ES

Bilingual, compliance-ready onboarding

THE CHALLENGE

Labor-cost auditing the data couldn't support

- 1 Job costing didn't tie out.** Job codes weren't aligned to Sage Intacct, multiple buildings were collapsed under a single job code, and duplicate job IDs caused payroll-processing errors. Custom labor-cost fields needed to exist in — and exactly match — Sage.
- 2 Cross-entity complexity.** Employees working across multiple entities needed the right pay-group assignment and job access with no payment-cycle crossover, and job IDs had to be concatenated to stay unique and Sage-compatible across all four entities.
- 3 An overly deep hierarchy.** A four-level job hierarchy made the mobile app hard for field staff to navigate and made reporting noisy.
- 4 Manual workflows.** Onboarding and HR ran on manual, paper-based packets — bilingual Spanish/English compliance forms, union vs. non-union document sets, E-Verify and WOTC, plus employee-ID formatting requirements for ADP.

THE FINDD IMPACT

Job costing rebuilt around Sage

- **Sage-aligned job costing.** Findd rebuilt the job import around Sage-compatible job codes with custom labor-cost fields that mirror Sage, so labor-cost auditing finally reconciles by entity and by site.
- **Clean, unique job IDs.** Duplicate and shared job IDs were resolved with a concatenation scheme that keeps every code unique across entities and clean for both Sage Intacct and ADP.
- **Streamlined hierarchy.** The job hierarchy was simplified from four levels to two (account + entity), with state and area encoded in the job-ID naming — easier field navigation and cleaner reporting.
- **Correct multi-entity pay.** Multi-entity pay groups and account-level punch permissions ensure cross-entity employees are costed and paid correctly, with no cycle crossover.
- **Automated HR workflows.** Badge-driven, automated onboarding with bilingual English/Spanish forms, union/non-union conditional offers, E-Verify and WOTC replaced the manual packet process.