

Sage Intacct and Workforce Go win, replacing ADP



Customer name: Neighborhood Medical Center

Vertical: Not-for-profit

Location: Tallahassee, Florida

Employees (size): 90

Description: Neighborhood Medical Center is your home for healthcare, providing Primary Care, Mental Health, and Dental services to all of our patients, regardless of their ability to pay. They are the Big Bend area Federally Qualified Healthcare Center (FQHC) and a non-profit 501c3 organization. Neighborhood has all the care you need, right around the corner.

Sage Intacct Modules Purchased: Unknown

Sage Intacct Sales Team: Ben Cade

Marketplace Partner Solution Purchased: Payroll, TLM, and ACA Management

Marketplace Partner Sales Team: Maria Caputo and Joani Welch

Competition: ADP

Term: 12 Months

Top Customer Challenges:

Problem: Neighborhood Medical Center had been processing their payroll and reports manually. This included printing out all of the pay stubs and individually mailing them to employees.

Impact on Organization: Their entire payroll process was costing Neighborhood Medical Center time and money.

Top Challenges: Manual process with payroll and reporting.

Why Sage Intacct and Workforce Go Won:

Why Did Our Joint Solution Work for the Customer? With the integration of Workforce Go and Sage Intacct, Neighborhood Medical Center has reduced its costs and the time spent completing payroll. Workforce Go also provided all the necessary functions required to prepare and deliver payroll tax payments and filings on behalf of Neighborhood Medical Center.

What is the Customer Able to Accomplish Now That They Couldn't Before? A streamlined payroll process that provides in-depth reporting options.



Co-Sale Process:

Who Had the Initial Conversation with the Prospect? Sage, referred by Ben Cade.

What Worked Well in the Joint Sales Cycle? Staying in sync with both systems' sales processes. Ben Cade and Joani Welch worked well together.

Significant Points in the Sales Cycle That Contributed to this Deal:

- 1.) Joani's demo style is very thoughtful and detailed, which helped build trust with Ronica from the start. Joani not only speaks to the functionality and features but is also able to show how the software works.
- 2.) Joani is a master of active listening, a key skill for any senior-level sales professional. Based on the pain points Ronica shared, Joani highlighted the benefits of the solution and how the platform will meet their requirements, also laying the groundwork for a future growth strategy.
- 3.) As Neighborhood Medical Center is a not-for-profit organization, it was important for Joani to help Ronica understand the ROI clearly, as she needs to finalize their budget.
- 4.) Due to Neighborhood Medical Center's successful experience with Workforce Go, they have since expanded their platform to include our Time and Labor Management Solution.

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Who Saved the Deal?

Workforce Go

Key Takeaways

What Lessons Did We Learn by Working Together, And How Can These Be Repeated in Future Deals For The Sage Intacct Sales Team:

Leveraging Complementary Strengths: By combining Sage Intacct's robust solutions with Workforce Go's expertise in payroll and HR, we provided a comprehensive solution tailored to fit the client's needs.

Client-Centric Approach: Workforce Go and Sage Intacct focus on understanding and addressing the specific pain points of clients, building trust and demonstrating value. Together, we bring a holistic approach to workforce management, ensuring that clients receive an integrated solution that covers all aspects of business operations.

Together, we share a vision and a goal with Sage, delivering exceptional value to our clients and being mutually accountable with a culture of trust, collaboration, and the drive for continuous improvement.

Outcome:

The combined efforts of Workforce Go and Sage Intacct helped Neighborhood Medical Center move away from manual payroll and reporting processes. As a result, they are able to cut down on time and cost when processing payroll.

About Marketplace Partner:

Workforce Go provides a platform designed to help employers reduce costs and more efficiently manage people-related processes. The product suite includes payroll, time and labor management, benefits administration, and HR services. It can be delivered as a consolidated package or as stand-alone components, scalable to any sized organization.

With an industry-leading real-time seamless integration Workforce Go and Sage Intacct are "Better Together" offering a complete workforce management solution in one unified cloud platform helping you manage your entire workforce from pre-hire to retirement. With our unwavering passion for customer success, Workforce Go is dedicated to standing by your side every step of the way. We'll take on the most complex requirements including multiple locations, complex pay structures, unique labor laws, and transparency across all financial reporting needs.

When you turn to us, we'll make it all seem simple.

Target Market: Our top 5 industry verticals are Construction, Healthcare, Finance, Professional Services, small to mid-sized businesses and non-profit, but we successfully service clients in over 35 industries

Pricing: Pay a Monthly Per Employee Per Month (PEPM) Subscription fee. No transactional fees.

Key Contacts:

Maria Caputo - Director of Sales

Kimber Crumlish - Director of Channel Development

[Sage Intacct and Workforce Go Marketplace Listing](#)