



Client Success

COMMUNITY OPTIONS

SOCIAL SERVICES AGENCY

NET AT WORK AND SAGE 300 ARE COMMUNITY OPTIONS' TOP CHOICES



COMMUNITY OPTIONS

CHALLENGE

Community Options must focus its resources on the quality and reach of its services, so it needs a partner that will ensure its back-office technology performs optimally.

SOLUTION

Net at Work, Cloud at Work, and Sage 300 work together to provide a long-term scalable business management platform.

RESULTS

- Cloud at Work Sage Hosting provides secure remote access
- Solution continues to scale with the company from startup to 450 employees
- The Sage 300 ecosystem of companion applications extend the value of the solution
- Partner plays a strategic role in helping maximize technology

Community Options was born out of the passion of founder Bryan Wetch and his commitment to assisting people with developmental disabilities. For 25 years, the organization has been serving individuals and their families across North Dakota, helping them express their dreams and build their best lives. Years ago, Community Options made the choice to partner with Net at Work and Sage 300 – and it's proven to be an excellent decision.

STARTING WITH THE RIGHT CHOICE

Since the beginning, Michellel Temper, Community Options' VP of Finance, has been with the company. Early on, she helped make the decision to implement Sage 300 as the company's financial management application. "The partner we worked with then is now part of Net at Work, so it's definitely a long-term commitment," she says. "Our organization has grown tremendously, expanding locations and service offerings, yet we've never outgrown Sage 300 or Net at Work."

The company has earned a reputation for fiduciary responsibility and innovation. In fact, the State of North Dakota often seeks out its services. "The State often comes to us when they have a need for a new program or service," notes Michellel. "We're always ready to help where we can."

Over the years, Community Options has grown to nearly 450 employees in 10 locations. It has also expanded its programs, supporting individuals with mental illness, for example, and helping released prisoners find jobs and housing. As the company's operating model changes, Sage 300 meets them at every step, adapting to new workflows and scaling to keep pace with growth.

CONTINUAL IMPROVEMENT

"Net at Work is always looking for ways to help us gain efficiencies and grow to the next level," Michellel says. "They are full of ideas and best practices. Even after all these years, they continue to help us innovate and stay out in front of technology."

Michellel lists multiple initiatives, led by Net at Work, that help Community Options make the best use of technology. For example, the company's

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Net at Work consultant introduced Michelle to Sage Intelligence, a flexible, Excel-based, business intelligence (BI) reporting solution that integrates with Sage 300. “It’s a phenomenal tool that gives us much more power and flexibility, both in terms of the appearance of the financial statements and our ability to drill down to uncover the underlying details,” Michelle says.

Net at Work also implemented an integrated budgeting application. “No more homemade spreadsheets with different versions floating around,” notes Michelle. “With everything connected to Sage 300 we’re looking through a single pane of glass at our operational and financial data which keeps everyone informed and involved.”

When the company looked to switch payroll providers, Net at Work configured an import utility to bring payroll statistics into the Sage 300 general ledger.

STRONG FISCAL RESPONSIBILITY

While the continual innovation helps Community Options maximize its technology return on investment, it’s the powerful, core financial capabilities of Sage 300 that streamline daily operations.

From tracking expenses at the program and department level to managing and reporting on its federal and state grants, Sage 300 ensures Community Options can demonstrate its fiscal responsibility at every turn.

SECURE REMOTE ACCESS

Like organizations everywhere, Community Options had to make significant adjustments during the coronavirus pandemic. Notably, the company needed to provide secure, fast, and reliable access to Sage 300 for the accounting staff working from home.

After a bad experience with a local IT provider, Michelle reached out to her Net at Work consultant. They quickly recommended Cloud at Work, a Sage Cloud Hosting provider, and part of the Net at Work organization.

“This turned out to be a great decision,” says Michelle. “Cloud at Work is a Sage specialist, not a generic hosting company. They were able to quickly get us up and running. Before, we were always experiencing dropped connections. Not anymore. Cloud at Work is always up and always working.”

The move to Cloud at Work also provides heightened security for Community Options as the data center uses state of the art security protocols and backs up data automatically. “This change really propelled our technology forward,” says Michelle. “We have all the benefits of the Cloud along with all the familiarity and power of Sage 300.”

“Like everyone, I get focused on tasks and often don’t stop to think about a better way to get things done,” Michelle says. “Suggesting those better ways just might be Net at Work’s biggest value proposition. Every challenge I throw at them is met with a solution. They are a real ally to Community Options.”

Net at Work — Your Business, Unleashed. Unlocking the Promise of Technology.

Net at Work is a full-service technology and business consultancy firm specializing in the consulting, selection, and implementation of business-first technology. Through a customized blend of expert services and powerful software tools, we can literally change the trajectory of your business and help you unlock the promise of technology. We understand systems and software and see the big picture of how it all needs to work together, today and into the future. From ERP, CRM, Employer Solutions, eCommerce and related business management solutions, to Cloud and IT Managed services, our experts work together to provide a 360° degree view of your business needs today, while providing an IT roadmap for your future, with the goal of maximizing your total return on investment.