

Capital Business Solutions Client Success Story

Software: Abila MIP Fund Accounting
Client: Coalition for the Homeless of Houston

About Coalition for the Homeless of Houston

About Coalition for the Homeless of Houston: The Coalition for the Homeless of Houston/Harris County is a 501(c)3 organization that was founded in 1982 to develop and coordinate community strategies to help fight homelessness in the Houston area. While they do not serve clients directly, The Coalition provides support for many organizations that do.

Since their founding, they have grown to be leaders in the community response to homelessness in Houston. This is a duty they take very seriously, especially since the U.S. Department of Housing and Urban Development (HUD) named Houston a priority community in 2011.

Background: The Coalition contacted **Capital Business Solutions** after using **Abila MIP Fund Accounting** for over 7 years. Despite using the software for nearly a decade, lack of training and natural turnover in the organization left the accounting staff feeling uncomfortable using **Abila MIP**. The organization began to wonder if the software was a good fit.

Despite seeking proper training on the software from several organizations, including **Abila** itself, The Coalition was still unable use **Abila MIP** to their advantage. This left them discouraged at their inability to use **Abila MIP** to its full potential and frustrated with the amount of time they wasted on training sessions that were not effective.

Searching for solutions on the **Abila MIP** website, a board member found **Capital Business Solutions** listed as an official **Community Brands Business Partner**. Their extensive experience in fund accounting and status as an **Abila Elite Advisor** set them apart from the very beginning.

Background

The Challenge

The Challenge: Even after several unsuccessful trainings with **Abila** specialists, The Coalition was not willing to abandon the software and reached out to **Capital Business Solutions** for assistance.

To get themselves to the point they needed to be at with **Abila**, The Coalition faced several challenges. These included training their accounting department so they felt confident with the software, streamlining their current accounting processes to use **Abila** exclusively, and correcting the database after incorrect setup and several years of informal use.

The Solution

The Solution: After discussing their needs with **Capital Business Solutions**, it was decided that a representative would evaluate the system remotely and then travel to Houston to train the staff in person. After the initial three days of hands-on training, the staff at The Coalition felt more confident in their ability to use **Abila MIP**.

Of this training, Coalition for the Homeless of Houston/Harris County President & CEO Marilyn Brown stated, "...they trained us, helped us, and listened to what our needs were to determine that this **Abila MIP** software is the right solution for us."

After the first in-person training session, The Coalition invested in hourly assistance from **Capital Business Solutions**, which included grants report setup. This led to a second trip to Houston to aid in the continued setting up of grant reports. A third trip was taken in December 2018 to correct the overall structure of the database itself, fixing one of The Coalition's original problems with the software.

What set the training from **Capital Business Solutions** apart from the other trainings was the fact that they taught The Coalition using the information in their system, never using hypotheticals.

Of the experience, Marilyn said, "from my very first contact with Bob, all the way through working with Joon, they are just incredibly professional and knowledgeable." **Capital Business Solutions** solved The Coalition's **Abila MIP** problems "once and for all."

Moving Forward: Looking to the future, The Coalition feels that they made the right decision in sticking with **Abila MIP** and choosing **Capital Business Solutions**. According to Marilyn Brown, "it's changed our attitude around here about what it's going to take to move forward with our agency."

Since the majority of the funds The Coalition receives come from HUD, transparency in the use of those funds is of the utmost importance. Using **Abila MIP** to manage their grants has made them more confident in their ability to produce accurate, transparent reports, something they credit **Capital Business Solutions** with.

Moving Forward

About Capital Business Solutions

About Capital Business Solutions: **Capital Business Solutions**, has been a leader in providing software services for two decades (probably as long as or longer than you've had your system!) In that time, our consultants have gained experience with hundreds of nonprofits across dozens of industries, as well as a deep working knowledge of their designated systems. Our consulting team has practical experience in the field and prides itself on developing a strong one-on-one relationship with clients. You'll work with the same individual from assessment through recommendations, remediation, and training. That means there's no need to explain issues again and again. Our consultants are invested in getting you to the finish line so you feel confident using the software you invested in.

Want to know more? Contact us at (888) 249-6008

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