

# Capital Business Solutions

## Client Success Story

**Software:** MIP Fund Accounting and DrillPoint Reports

**Client:** HopeWorks

### About HopeWorks

#### About Hopeworks

Like many growing municipalities Albuquerque's population boom has also been accompanied by the challenge of caring for an increase in the homeless population. HopeWorks was founded in 1985 as a 501(c)(3) to proactively address the issue of homelessness and to provide employment opportunities, shelter and care for those experiencing this onerous and debilitating situation.

Along with a day shelter and employment services, HopeWorks programs include housing placement, behavioral health support, outreach initiatives, meals and showers. Over 8000 individuals received some form of assistance from the 130 HopeWorks employees throughout Albuquerque and its surrounding area.

#### Challenge

Yet with its successful programs and multiple public and private funding sources, HopeWorks also experienced the accounting and reporting challenges that often accompany a large and progressive nonprofit organization. Ever changing financial data and meticulously maintained accounting spreadsheets were required to support department operations. And the staff hours necessary to transform that data into reader friendly reports was labor intensive and time consuming.

According to HopeWorks Chief Financial Officer Jason Greving, *"With various program directors, board meetings, annual audits and traditional budgeting requirements we needed something to help with data access, functionality and presentation."*

### Challenge

### Solution

#### Solution

The answer to this problem was **DrillPoint Reports**. Originally written and coded by **Capital Business Solutions**, **DrillPoint Reports** is an Excel based software program that is designed exclusively for the MIP Fund Accounting system.

As stated by the CFO of HopeWorks, *"DrillPoint improves the accessibility and presentation of financial data within the MIP system. It also helps us easily review and filter multiple segments of our operations and compare to budget."*

## How Does HopeWorks Use DrillPoint Reports?

HopeWorks began using **DrillPoint** in April of 2018 and its implementation had an immediate positive impact. "With an annual budget of over \$10 million dollars, the ability to work in Excel and generate multiple reports is a huge advantage" said the organization's chief accountant. "If we want to see a general ledger report or present it in one way or another, it provides us with tremendous flexibility."

"**DrillPoint** allows me to refresh and pull data directly from the accounting system into Excel and then use it as needed. We can structure the data in a way that is most useful to our immediate requirement and group it by any category contained in the MIP General Ledger. It also gives managers access to these reports so they can pull their specific program data and see it in real time in an easily understood format."

*"The ability to create multiple reports from the same data source, with updated information, cannot be overstated."*

## How Does HopeWorks Use DrillPoint Reports?

### Day to Day

#### Competitive Differentiation Via Features & Modules

HopeWorks prepares individual documents for each program that it operates and then adapts them to the requirements of its respective managers. **DrillPoint** software also allows for the accounting team to generate reports for the Board of Directors, media or non-accounting audiences that highlight the desired information in an easily understood and quickly digested manner.

According to Jason, "This enables us to do everything at one time rather than run one report in MIP, and then another in MIP, and then another. We can also include color graphs or charts and create a dashboard that is easily navigated and reviewed."

#### Real-Time Integration with MIP Fund Accounting™

The reports are often pulled and sorted according to different criteria - while still utilizing the same base data that has been automatically updated to reflect real time changes, edits and inputs. For HopeWorks, this ability is also utilized when generating documents with differing "start" and "end" dates that allow for month-to-month and year-to-year comparison. "I can see how our financial data has changed over time, compare budget to actual data, and see how it impacts our organization."

*"Our reports can be refreshed easily and generated in minutes rather than the time-consuming manner of retrieving data from the accounting system, exporting it to excel, then compiling a report or chart and then re-doing it over and over"* said HopeWorks CFO.

## Real-Time Integration with MIP Fund Accounting™

### Drill Down Functionality

#### Drill Down Functionality

A unique component of **DrillPoint Reports** is the ability to "drill down" into multiple layers of data within a single report. This function allows the staff to highlight individual transactions and follow a direct path to the original purchase order, invoice or receipt. Attachments containing the actual initiating document can also be included and viewed.

"With **DrillPoint Reports** you can see the underlying transaction line detail, but also go further to see debits and credits for that entire entry. We can drill down and see invoices across multiple departments or by specific grant, entity or funding source. The ability to structure data in a manner that is most useful to us and then pull out specific categories is invaluable." said Mr. Greving.

## DrillPoint Reports Training and Support

Because it is Excel based, there is a high degree of familiarity immediately upon installing **DrillPoint**, though training and support are readily available on line, through normal **MIP** support channels and MIP Business Partners. Finance personnel have flexibility to arrange and utilize data with ease and there is a high level of comfort not usually associated with 3rd party software. The result is an increase in efficiency and a decrease in the time and staff resources to accomplish tasks, obtain information and determine solutions.

# DrillPoint Reports Training and Support

## Security

### Security

And like most conscientious organizations, HopeWorks is vigilant about security and the protection of sensitive financial information. **DrillPoint** software addresses that concern in a practical manner by allowing managers or designated individuals the ability to generate reports, but without access to the underlying finance system.

HopeWorks CFO also added, "I can specify each Program Manager by user and restrict access. That level of security is great. It is an Excel document, so even if they change a report, the underlying data is not altered. With **DrillPoint** only a user with a designer license can make a change."

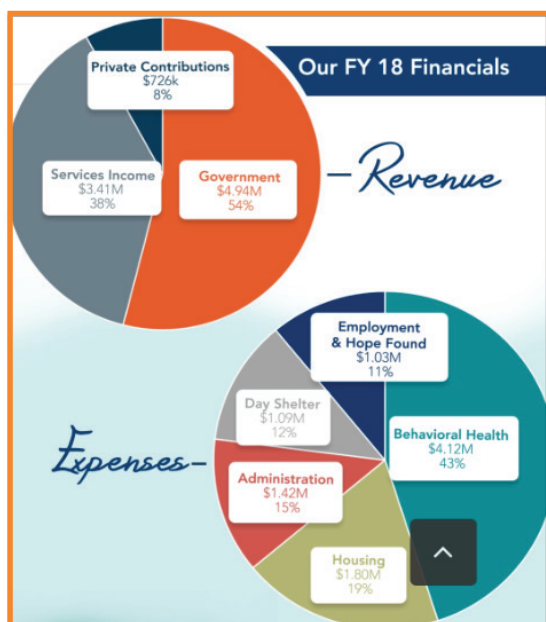
This attribute has made **DrillPoint** exceedingly popular with the accountants and financial contributors who place great value on the protection of personal and restricted information.

But its value is best stated by HopeWorks CFO when he says, *"The bottom line is that DrillPoint helps save time and energy to find the information that our organization needs to run efficiently."*

### Impact

While **DrillPoint's** impact is apparent throughout the HopeWorks organization, it is clearly illustrated in the company's **Annual Report**. All of the financial charts included in the yearly document were generated via **DrillPoint Reports**.

These charts allow for a quick and concise review by non-accountants and the general public; yet also provide a level of specificity and detail that is valued by the finance department and executives.



## Budgeting

# Summary

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HopeWorks utilizes **DrillPoint Reports** software to increase its functionality, accountability and efficiency so that it can fulfill its mission of assisting and serving the homeless population in Albuquerque, New Mexico.

## About Capital Business Solutions

**Capital Business Solutions** has been a leader in providing nonprofit accounting software services for over 20 years. In that time, the CBS Consultants have gained experience with hundreds of nonprofits across dozens of industries, as well as working knowledge of their systems. Our consulting team has practical experience in the field and takes pride in developing strong one-on-one relationships with clients. When you work with Capital Business Solutions, you'll work with the same individual from assessment through recommendations, remediation, and training so you'll never 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.

## About Capital Business Solutions

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