

CUSTOMER SPOTLIGHT

Ravenwood Health



“Blackbaud Financial Edge NXT® is exceeding our hopes in almost every way imaginable.”



—Daniel Burke, Controller

Ravenwood Health is a trauma informed agency located in Chardon, Ohio. Focused on mental health and addiction, the organization “strives to provide a safe and compassionate community that supports and respects the unique journey of each person’s path to healing, creating hope for all those who walk through their doors.” We talked with Controller Daniel Burke about his organization’s recent move from Financial Edge® to Blackbaud Financial Edge NXT.

Q: Tell us about the time savings you’ve experienced since transitioning to Blackbaud Financial Edge NXT.

A: First and foremost, when we hosted our Financial Edge database, complex reports could take 25-30 minutes to run—this may have been our server, I don’t know, but it was grueling to do reporting. In Blackbaud Financial Edge NXT, any report I run is completed in less than a minute. This time savings alone is worth the price of admission.

Within Blackbaud Financial Edge NXT, we have imported signatures for check printing, established Bank Feeds, and Credit Card Feeds. This makes the process of doing a check run, processing daily bank/credit card transactions, and reconciling the bank account a 2–3 minute job. Our daily bank deposit process alone has been reduced by hours per week.



Q&A with Daniel Burke
Controller,
Ravenwood Health

Before moving to the non-profit sector, Daniel Burke was in management in the banking industry, as well as earning a MBA in accounting and a MA in organizational leadership.

Q: Have you experienced cost savings as well?

A: There is no doubt in my mind that the additional cost of Blackbaud Financial Edge NXT will pay for itself. Intangibly this will happen with “saved time,” but even less abstractly, using Expense Management takes away the need for another system, which was quoted at \$900 per month for the number of users that we have. Plus, we canceled our “treasury management” platform at our bank, which saves us about \$450 per month. The “special features” we paid for in treasury management (mostly reporting options) are easily replicated in Blackbaud Financial Edge NXT by setting up the Bank Feeds. By eliminating these two platforms, my increased cost for Blackbaud Financial Edge NXT is already more than paid for—let alone all the time, flexibility, and efficiencies we have gained.



\$1,350

saved per month with
Blackbaud Financial Edge NXT

“Less time working ‘in the business’ gives us more time to work ‘on the business.’ With the time we are saving, I’m able to give my accounting staff higher gain activities—reporting, trending, budgeting, forecasting.”



—Daniel Burke, Controller,
Ravenwood Health

Q: How have you improved your processes?

A: Blackbaud University and the Financial Edge certification process were a dream when I needed to replace two staff accountants. I’ve hardly had to be involved in their systems training because they are taking live instructor-led courses, doing online courses, etc. Since we are shorthanded, this has allowed me to stay current on the accounting work while they are getting up to speed. They have only been on my team for a month, and by training through Blackbaud University, they are already processing payables, invoicing receivables, attaching source documentation, etc. Given the cost and time required for hiring and training, I am so glad we had access to Blackbaud University. We have decided that we are going to incorporate training modules into our monthly routine, which we would not have had time for in the past.

Q: What are your favorite features of Blackbaud Financial Edge NXT?

A: What I really like about Blackbaud Financial Edge NXT is the ability to add attachments. This has allowed me to make procedural changes while still having a high degree of confidence in our controls process. Every deposit has a source document attached. Every check (deposited or written) is attached with supporting documentation. Our auditor recently told us that she will be able to conduct most of our audit remotely because all the documentation she needs is attached in the system.

Save money and gain efficiencies in your financial office with Blackbaud Financial Edge NXT.

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