

**Client**  
Heritage Nursing Home

**Industry**  
Health Care Services/  
Long Term Care Centre

**Location**  
Toronto, Ontario

**Number of Locations**  
1

**Number of Employees**  
200

**System**  
Sage ERP Accpac

*“Our outdated technology was really holding us back—more than we realized.”*

## Computrack Solutions Assists Heritage Nursing Home In Modernizing Its Sage ERP Accpac Solution

*“As soon as we met them, we knew we wanted to do business with them.”*

For more than 30 years, Heritage Nursing Home in Toronto, Ontario has been offering a respectful, dignified home environment for its 201 residents. With dozens of daily activities, nutritious meals, and an experienced medical team on site, Heritage Nursing Home works to enhance the quality of its residents’ lives, offering them optimum independence in a safe and caring setting.

Heritage Nursing Home relies on a single business management software solution, Sage ERP Accpac. Recently, the organization turned to Computrack Solutions for high caliber support and services to help it meet its modern requirements.

### Time For A Technology Upgrade

Heritage Nursing Home has been successfully running Sage ERP Accpac for more than two decades, but until recently, it was running an older DOS version of the software. “We hadn’t updated our software for many years. It kept working well for us, so we didn’t feel a pressing need,” recalls Albert Mak, business office manager for Heritage Nursing Home.

Ultimately, it was the need to run other business software programs that prompted the organization to consider a technology upgrade.

“We wanted to take advantage of newer Microsoft technology, which required that we upgrade our hardware. That led us to upgrading our Sage ERP Accpac software,” Mak notes.

### Researching the Best Partner

Mak researched several Sage Authorized Partners before engaging Computrack Solutions. “As soon as we met them, we knew we wanted to do business with them,” he says. “Their longevity in the industry, recommendations from other clients, competitive pricing, and approach to customer service convinced us they were the firm for us.”

### A Smooth Conversion

Updating from such an old version of the software required special preparation and consideration by Computrack Solutions.





Computrack Solutions is a premier Sage Select Business Partner specializing in the implementation of Sage Accpac software since 1987.

In addition to Sage Accpac ERP for accounting and operations, Computrack offers fully integrated solutions for Sales and Customer Relationship management (CRM), Human Resource management (HRMS), Inventory and Warehouse Management (WMS), Project Management, EDI solutions and much more.

As a full service consulting firm, Computrack provides a comprehensive line of services, including needs analysis consultations, implementations, customizations, system integrations, report writing, training, and ongoing technical support.

Our experienced Certified Accpac Consultants are accounting professionals who have built their careers in the accounting and information system industries. Our clients benefit from our knowledge and experience, garnered from thousands of implementations, with organizations across a wide variety of industries, throughout Southern Ontario, Canada, and the United States.

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“Computrack Solutions has an experienced team that is very knowledgeable about Sage ERP Accpac,” Mak says. “They worked with us to plan the conversion carefully, detailing the steps involved, and who would be responsible for each step. The conversion proceeded very smoothly with no interruption to our business.”

Heritage Nursing Home spent years fine tuning its various financial statements and specialized governmental reports and Mak was concerned that some of that effort could be lost during the conversion. “Computrack Solutions was able to convert all specialized reports perfectly,” he says. “We lost nothing and gained tremendous reporting flexibility.”

### **Uncovering the Benefits**

One of the most visible benefits of the new system is the appearance of invoices, statements, and checks. The consultants from Computrack Solutions worked with Mak and his team to format the documents to include the necessary information in a visually pleasing presentation.

“Our printed output now has a much more professional look,” Mak says. “We no longer need to purchase preprinted forms, as we are able to print our forms using plain paper—this saves us money.”

Invoices for monthly care can be printed in Adobe PDF format and sent by e-mail to

customers, this saves the time spent folding and stuffing envelopes and on the cost of postage.

“These are big changes for us,” Mak notes. “Our outdated technology was really holding us back—more than we realized.”

Computrack Solutions provided training for Heritage Nursing Home’s staff as part of the upgrade project. “While the underlying program works the same, the training was invaluable for helping us discover the new features and capabilities of the software,” Mak says. “For example, the drill-down feature that allows us to trace a transaction down to its lowest level is fabulous. It really helps us find answers fast.”

### **Equipped for the Future**

Thanks to Computrack Solutions, Heritage Nursing Home is well equipped to manage its financial operations for years to come. Mak is very pleased with the partnership. “When we hire a consulting firm, we look at the way they conduct their own business for hints at how they will treat us. From the top down, it is obvious that Computrack Solutions operates ethically, responsibly, and with their clients’ best interests in mind. Everyone we have interacted with reinforces our good opinion of the firm.”

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