



**RBS**  
Revered Business Solutions, Inc.

## Case Study: Hudson Headwaters Health Network *Managing Multiple Facilities with Tight Controls*

### The Customer

Hudson Headwaters Health Network is a not-for-profit system of community health centers providing care to the residents and visitors of a region more than twice the size of Rhode Island, 3,700 square miles of the Adirondack/ Lake George/Glens Falls area in upstate New York.

**Number of Employees**  
450

### Key Benefits of MS Dynamics from RBS

- Ability to breakdown chart of accounts for tighter control over spending
- Customized reports satisfy needs of both State and Federal governments
- Less time spent on mundane tasks increases productivity
- Ability to make informed business decisions

### Challenge:

In 2001, Hudson Headwaters Health Network implemented Microsoft Dynamics GP and while it was meeting their needs, certain aspects such as fixed assets and depreciation were handled outside the system in Access. In addition, the system was controlled by one person that eventually left the organization in 2008. At this point, Rich Wheeler and RBS were called in to identify any bottlenecks, and to provide in-service training to the employees now responsible for managing HHHN's financial data.

### Solution:

Rich handled integrating different systems and reports into MS Dynamics GP, managing to preserve the integrity of the data through two system crashes. He also designed custom reporting to help employees to dig out the needed information in a more timely manner and in the format needed to adhere to State and Federal rules and regulations. Rich also managed migrating the server into a new location and updating to the latest version of MS Dynamics GP in early 2009. Most recently, in July 2009, Rich migrated HHHN fixed assets after a system crash into a MS Dynamics GP module for a smoother operation.

### Results:

Hudson Headwaters Health Network considers RBS their silent business partner, providing access to a wealth of knowledge and responding quickly to crises as they arise. With a stable and fully integrated system, HHHN operates 11 offices and 2 Hospitals to manage the care of their patients more effectively. They are also able to manage donations that are handled by a separate foundation. With their financial data well in check and tighter control over expenses and purchases across all departments, Hudson Headwaters Health Network is able to concentrate on serving the needs of the community, rather than having to worry about the integrity and stability of their accounting system.

### About RBS:

*Located in New York's Capital District, Revered Business Solutions, Inc.'s experience, professionalism and strong customer support have created a winning combination with Microsoft Dynamics GP, Project Accounting from Marcil Technologies and a host of other third party developers. We are the experts when it comes to developing, implementing and integrating new programs and reports into your Dynamics GP system.*

*RBS has been helping to uncover profitable opportunities with its' business software for over 20 years. Let us show you how you can not just survive, but also compete in a tough economy.*

*\* Interview with Amy Gersten, Controller, Hudson Headwaters Health Network 2009*