

# Sage 300 ERP | Customer Brief

## Caprock Home Health Services Moves to Sage 300 ERP

For 30 years, Caprock Home Health Services, Inc. (Caprock) has been providing attendant and skilled nursing care that enable its clients to remain in their homes. When the time came to replace its older accounting software package, Caprock sought a robust financial accounting application capable of handling its multiple locations and myriad of programs, and it chose Sage 300 ERP.\*

“We had been using Sage Pro ERP since 1999,” recalls Carolyn Bigham, accounting manager for Caprock. “Although it had served us well, we had outgrown it. Sage 300 ERP delivers all that we were looking for, and the price was very competitive.”

### Strong Local Support Network

In addition to its strong financial reporting, consolidation, and payroll capabilities, Sage 300 ERP offered another valuable asset. “We found a local partner here in our town,” says Bigham. “I cannot say enough about the importance of a strong business partner. Our Sage partner is responsive and knowledgeable, and we consider them part of our operation.”

The business partner was able to transfer years of historical data from Sage Pro to Sage 300 ERP, and configured an import utility that transfers data from Caprock’s medical billing software into its accounting application. “Before, we had to create manual journal entries to bring in this data,” explains Bigham. “It was time consuming and did not support the level of detail we need for financial reporting. Now, it is an automated process that saves us a lot of time and effort.”

### Streamlined Payroll Processing

Caprock utilizes the Sage 300 ERP Payroll module to pay its more than 2,000 employees. Hours, location, program, and task data from the medical billing software are imported into the Payroll module, where checks are generated. The level of detail in Sage 300 ERP facilitates tax allocation and reporting.

### Financial Reporting and Consolidations

With 12 locations and 30 programs, Caprock’s financial reporting requirements are complex and extensive. The company needs the ability to slice and dice the data in various ways. “For example, we might want to look at a single program across all locations, or all programs in a single location,” says Bigham. “We couldn’t achieve this in our old software, so we relied on spreadsheets. With the capabilities inherent in Sage 300 ERP and our partner’s expertise, we can now print all of the reports we need directly from the software.”

\*Sage 300 ERP was named Sage ERP Accpac when Caprock Home Health Services initially implemented this solution. The product names have been updated in this case study to reflect current naming.

### About Sage:

Sage North America is part of The Sage Group plc, a leading global supplier of business management software and services. At Sage, we live and breathe business every day. We are passionate about helping our customers achieve their ambitions. Our range of business software and services is continually evolving as we innovate to answer our customers’ needs. Our solutions support accounting, operations, customer relationship management, human resources, time tracking, merchant services, and the specialized needs of the construction, distribution, manufacturing, nonprofit, and real estate industries. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs more than 13,500 people and supports more than 6 million customers worldwide. For more information, please visit the website at [NA.Sage.com](http://NA.Sage.com) or call 866-996-7243. Follow Sage North America on Facebook at: [Facebook.com/SageNorthAmerica](https://www.facebook.com/SageNorthAmerica) and Twitter at: [Twitter.com/sagenamerica](https://www.twitter.com/sagenamerica).

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### Customer

**Caprock Home Health Services, Inc.**

### Industry

Home Health Care

### Location

Lubbock, Texas

### Number of Locations

12

### System

**Sage 300 ERP**

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