



Kent-Sussex Industries, streamlines their processes with an enterprise software solution.

## The right tools to help your people do their job

### Overview

KSI needed a complete enterprise system to replace outdated DOS-based software. KSI provides employment support in their community and their facility. They needed a system to help with recording participants daily work and vocational activity, payroll, job tracking, case demographics, fee-for-service billing, statistical reporting, and financial reporting and accounting. KSI came to Vertex Systems to implement an ERP solution configured specifically for organizations that serve those with disabilities. Their system included Client Payroll Manager, Case Records Manager, Intuition Service Billing, and Vertex Financial Manager all in an enterprise solution customized for KSI.



Kent-Sussex Industries  
301 N. Rehoboth Blvd.  
Milford, DE 19963  
www.ksiinc.org

### About Vertex Systems

Vertex delivers superior information management solutions and support services that help unlock the potential of human services organizations and maximize their ability to make a difference. Our vision is to be the premier and preferred provider of information management products and services to human services agencies.

*“Before Vertex Systems, it could take up to 2 days to complete a payroll account and operating account reconciliation. Now, with the touch of a button, depreciation is automatically calculated and the entry is completed.”*

**Brenda Rutherford** Kent-Sussex Industries, Inc.

the journal entry for the depreciation,” according to Brenda Rutherford, IT Manager for KSI.

### Situation

Founded in 1962, Kent-Sussex Industries is a private not-for-profit vocational rehabilitation agency which serves residents in Delaware. Their mission is to provide support and services to help individuals who need specialized assistance to obtain and maintain an optimal level of employment. Individual programs are provided in order to support employment opportunities. Approximately 280 individuals receive services each year. Services include transportation, vocational evaluation, work adjustment training, facility-based work services, community-based work crews, supported employment, and competitive placement.

The agency was stuck using DOS-based software programs for day-to-day operations. They were very limited as to what their users could do. They were unable to export data to other programs and unable to create specific reports. The lack of electronic documentation meant they constantly needed to enter one piece of information in several different places.

KSI’s payroll and financial management was in disarray. “It could take up to 2 days to complete a payroll account and operating account reconciliation. We had to set up the fixed asset and put all related information in and then record the payable. Then we had to manually figure out the monthly depreciation and manually enter

### Solution

KSI was dealing with obsolete applications that did not meet their needs. They were determined to eliminate manual activities that wasted time and increased overhead costs. KSI needed an electronic documentation platform to enter demographic information, monitor plans, and to track the activities of their participants. They also required a way to use their tracking data to bill for services performed. They needed a robust financial management system to handle their accounting responsibilities and human resources requirements.

KSI wanted to make sure all these applications could effectively communicate with each other on one enterprise platform. Finally, a quality report capability was needed at every level of the organization.

The answer to all of their needs was Vertex Systems’ ERP solution that included client payroll, case management, fee-for-service billing, and financial management modules. According to Rutherford, “KSI found themselves in desperate need of new enterprise software. After much research we narrowed it down to two companies. The one company did not want

*“KSI found ourselves in desperate need of new enterprise software. After much research we chose Vertex. The management team and I were very excited to start our new adventure with Vertex Systems. KSI went live July 1, 2008 and we are still learning new and exciting ways Vertex software can help KSI make better management decisions”*

**Brenda Rutherford, IT Manager**  
Kent-Sussex Industries, Inc.



Vertex Systems, Inc.  
440 Polaris Parkway, Ste 150  
Westerville, Ohio 43082  
614-318-7100  
Toll Free - 866-981-2600  
www.VertexSystems.com

to come to Milford and meet with our management team to discuss what they could do for us. On the other hand, Sanford Chandler [CEO of Vertex Systems] made the decision to come to KSI and show us how Vertex could help our organization. That was a very informative and successful visit. We chose Vertex. The management team and I were very excited to start our new adventure with Vertex Systems. KSI went live July 1, 2008 and we are still learning new and exciting ways Vertex software can help KSI make better management decisions.”

## Product Uses

The implementation of an enterprise solution has increased the productivity and efficiency of the staff at Kent-Sussex Industries. Brenda Rutherford notes, “The HR department uses the HR software for keeping track of people applying for job openings, state required training requirements, and demographic information for all staff. Our Direct Care staff use Case Records Manager (CRM) and Client Payroll Manager (CPM) for recording demographic information on all of our participants, recording learning plans and service needs, plus keeping track of vacation hours, wages, and proficiencies for their caseload. Our Cartridge Service department, they remanufacture toner cartridges, use the Financial Manager (FM) for creating sales delivery tickets, creating invoices and keeping track of their cartridge inventory. Our MIS/Fiscal department uses CPM, CRM, FM and Service Billing. Financial Manager’s AP, AR, Payroll, Fixed Assets and General Ledger module are used for recording all financial transactions. CPM and CRM and Service Billing are used for the Fee-for-Service billing to our funding sources. We also use CRM and CPM for daily job/activity input and a range of statistical reporting.”

## Benefits

- Increased Productivity - KSI has been impressed with the ability of their software

system to integrate all their data. They enter information once and populates all their applications. They record daily activity electronically and it is transmitted to the Financial Manager to process gross-to-net payroll. And the electronic documentation in Case Records Manager allows them to easily create invoices in Service Billing to make sure they bill for maximum services delivered. “Before Vertex Systems, it could take up to at least 2 days to complete a payroll account and operating account reconciliation,” says Rutherford. “Now, with the touch of a button, the depreciation is automatically calculated and the entry is completed. There have been way too many benefits to using the Vertex software in streamlining so many things.”

- Robust Reporting Options - All the reporting capabilities built into the modules have improved the decision-making process at KSI. They produce the reports they need for statistical and financial accountability. And since their entire enterprise platform is based on Microsoft technology, they are able to create role-based reports and take advantage of existing programs. “Each Vertex application we use allows us to export data to other programs (Excel, Word, PDF, etc.) so staff can manipulate the data and create their own specific reports,” stated Rutherford.
- Quality Support Services - Rutherford raves about the technical support staff and the service they’ve been given, “The most important strength of the whole Vertex experience has been the awesome support team. To me, if your support staff is not ‘spot on’, then no matter how good your software is, it is only as good as your support staff. Kudos to the whole Vertex Systems support staff.”

