



The right tools to help your people do their job

Overview

Green Valley Industries, located in Beaver Dam, Wisconsin, has spent 40 years serving special needs families in the Dodge County, Wisconsin area. They typically help 400 to 425 families at any given point in time. They have more than 50 fulltime and 25 part-time employees work as a team to achieve the agency’s mission. They do Birth-to-3 developmental screening as well as handling special needs, independent living, work-related services, and vocational rehabilitation services. They also have an adult day care program for socialization, dementia, and traumatic brain injury care. They occupy two buildings on one campus in Beaver Dam.



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About Vertex Systems

Vertex Systems delivers effective and efficient software solutions and superior 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 social services agencies that serve those with disabilities.

“Our front office staffing was reduced by 40% largely due to elimination of some steps formerly required to process client payroll.”

Jack Hanks, Executive Director

The Situation

Green Valley Enterprises, Inc. serves people of all ages with special needs. Their primary goal is to assist clients, along with their families, to achieve maximum potential, enabling their clients to become more independent.

Green Valley relies on a range of revenues to provide their individualized programming, services, and supports for individuals including: various government programs, grants, private payments, subcontracting income, and the support of local residents and businesses.

Green Valley Enterprises faced several challenges when it came to successfully operating their agency and their subcontracting business. The costs to process client timekeeping, their production and productivity, and the client payroll were very high. Their former IT system did not have robust reporting capabilities. There was very little flexibility and little to no integration with their different software packages.

They turned to Vertex Systems to make sure their processes became more effective and efficient. They needed a system to eliminate redundancy and increase productivity in their back office and on their packaging process, assembly lines, fulfillment services, light manufacturing and bindery services.

The Solution

Green Valley has implemented the social services modules to manage their client payroll, case documentation, job management and financial needs.

“We use Job Manager and Client Payroll Manager in our subcontracting business, the Case Records Manager to support client record-keeping and reporting, and we use the Financial Manager to tie it all together and complete our accounting requirements,” said Jack Hanks, Executive Director of Green Valley Enterprises.

“We are using Vertex products everywhere in our business. The Financial Manager is a robust product; it supports all of our financial operations, including reporting, A/R and AP functions,” stated Hanks.

They are using Vertex Financial Manager to track their fixed assets and utilize Dynamics NAV’s powerful human resource functions. “We also use it for our purchasing requirements. We’ve been live with Vertex for 18 months and are probably about three-quarters into the system utility that we initially envisioned.

“It has changed our business remarkably.”

“Our production supervisory staff was reduced 40% and their throughput is effectively unchanged from pre-Vertex Systems days. We’ve redirected some of those resources into client care.”

Jack Hanks, Executive Director
Green Valley Enterprises



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The Outcome

Hanks offered several examples of how their business has been transformed by the addition of the solutions offered by Vertex Systems:

They use the inventory functionality standard in the Job Manager module to help bind Green Valley Enterprises to their customers, “A few have given up their own Bill of Material systems entirely because we now provide that to them as an added value. The effect has been huge because they highly value the fact they can pick up the phone and ask us, ‘How many XYZ assemblies can you build?’ and we can answer that question in about 10 seconds.”

The executive director added another benefit from using the Vertex Systems’ software – front office staffing was reduced by 40%, largely due to elimination of some steps formerly required to process their client payroll. Hanks stated, “We have more consistent recordkeeping for our clients, and we’ve empowered managers to manage their own budgets. In our former world, the business manager held all of the purse strings. No more. We’ve married authority and responsibility in new ways here.”

Another benefit has been the elimination of staff needed on their production lines. “Our supervisory staff was reduced 40% as well, and their throughput is effectively unchanged from our pre-Vertex Systems days. We’ve redirected some of those resources into client care,” he said.

Vertex Systems’ products have helped Green Valley Enterprises with the elimination of the tedious, repetitive and unpleasant work. They have improved their recordkeeping accuracy and consistency. And their new solutions have aided in the identification of errors and data problems

on the front-end, when they occur, versus in the middle of some future audit.

Another huge benefit of partnering with Vertex Systems has been the high quality of the support system in place for any technical issues. “We had a server failure, and Vertex Systems’ support folks were there for us. Any issue or question we’ve ever had was resolved quickly,” said Hanks. He added that he would give our technical support team an “A+” and that, “The folks at Vertex have a knack for converting technology gibberish into plain English, and we’ve always appreciated that.”

To sum Vertex Systems and the products they offer up in one word, Hanks said it would have to be “integrated.” He added, “I sometimes say that the good news about Vertex is that it’s integrated, and everything ties together. The bad news is that Vertex is integrated. I say that in jest because its implementation has forced a business process change for the better, which is the whole point.”



Jack Hanks, Executive Director
Green Valley Enterprises



The power of 