

Sydney North Health Network worked with NEXON Asia Pacific to modernise operations and distribute the budgeting and financial workload to departmental teams using Dynamics 365 Business Central and Solver

BUDGET COLLABORATION SUCCESS

Established by the Australian Government to increase the efficiency and effectiveness of medical services, the **Sydney North Health Network** coordinates care for patients at risk of having poor health outcomes.

As one of 31 Primary Health Networks in Australia, Sydney North Health Network (SNHN) serves a population of nearly 1 million Australians. The organisation fosters a collaborative culture that permeates every aspect of their business from patient care to back-end operations. SNHN has four main ongoing initiatives to strengthen healthcare in North Sydney.



INDUSTRY

Healthcare

ERP

Microsoft Dynamics 365
Business Central

“ Solver has helped our whole organisation get on the same page. Not only do ‘many hands make light work,’ but also taking a collaborative approach to finance improves our decision making, creating better outcomes for employees and patients. ”

GETTING STARTED

Their overarching goals are to improve health outcomes, patient experience, provider experience, and cost effectiveness. The technology modernisation project supports each of these goals, but primarily cost effectiveness.

The first step was to update the company's accounting and financial management system. They had purchased Dynamics NAV several years prior, which was an onpremises deployment. When Microsoft started encouraging customers to move to the cloud-based Dynamics Business Central (BC) platform, SNHN decided to take a look. With the move to Dynamics BC, SNHN was able to retire servers, free up IT staff time, reduce capital expenditures, and make financial and operational information more readily available across the enterprise. Their technology partner NEXON stepped in to provide the consulting and ongoing support for Dynamics BC, as well as helping them develop a roadmap for other technical initiatives.



Moving Away from Spreadsheets

SNHN identified a need for budgeting software that would work with Dynamics BC. At the time, they were managing project budgets on spreadsheets and the process relied heavily on the finance team. With multiple initiatives continually underway, finance found themselves managing 200 separate projects, with lots of back-and-forth between departmental managers. The finance team was spending too much of their time fixing dependencies and formulas and following up with various managers. They wanted a way to distribute the workload and make the financial forecasting, budgeting, and reporting processes more collaborative.

THE SOLUTION

After evaluating multiple budgeting software programs, SNHN selected Solver. Management liked that Solver came with familiar Excel-like functions but offered greater efficiencies. For example, the finance team appreciated the global controls and input validation that ensured everyone was working from the same information. Unlike Excel, any changes automatically cascaded across all associated budgets. "Solver has made my life much easier. I now have time to work on more strategic financial projects." says Catherine Chen, Finance Manager. Financial reports are produced in minutes at each period-end. Business users can create their own custom reports as needed.



THE RESULTS

With the transition to Solver for budgeting and financial management, program managers have become significantly more self-reliant. "Training non-accountants to use Solver was easier than expected," says Catherine Chen, Finance Manager.



Program managers can create their own reports and have a dashboard that show budget-to-actuals in near real time. This allows the operational team to adjust staffing levels or other variables as needed to optimise costs, without sacrificing quality care for patients. Instead of relying on the finance team to follow up with program managers to review and approve budgets, Solver workflows send reminders automatically. Approval processes that used to take weeks of back-and forth emails can now be resolved in minutes.

Scaling for the Future

Moving to Solver helped remove the budgeting bottleneck. Now that work is distributed more equitably beyond the finance team, SNHN has been able to track more variables in their business. SNHN started with 200 managing projects in Solver, and expects that number to grow beyond 300 in the next year. Beyond budgeting and finance, Solver can be used to track staffing levels, safety incidents, inventory levels and other relevant metrics. With the help their technology partner Nexon, Dynamics BC, and Solver, SNHN has created a solid foundation for operational efficiency across the organisation.

