



# | VERTEX CASE STUDY: The Arnold Center

Learn how Vertex helped our long standing customer create lasting solutions that support streamlined workflows and greater productivity



## A Brief Overview of the Arnold Center & Its Services

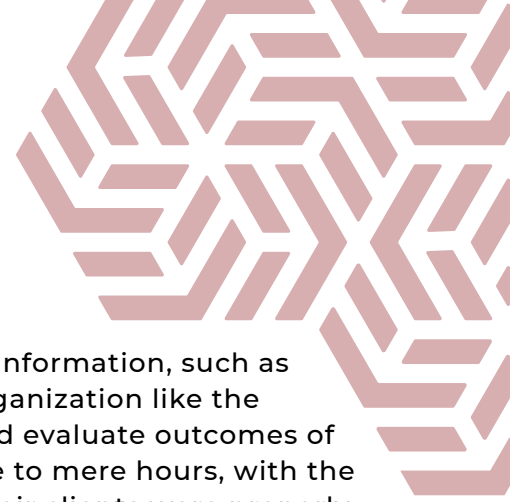
The Arnold Center is a not-for-profit private organization that has served the Midland, Michigan area and surrounding communities since 1967. The Arnold Center empowers individuals with disabilities and other barriers to independence through vocational, social, and life skill training. This includes rehabilitation and workforce development services to individuals with disabilities or barriers to employment. They first started working with Vertex in 1991 and have been using our services ever since.

Vertex Systems is a software program designed to help agencies like the Arnold Center provide vocational opportunities and services to those who are disabled. In the last thirty years, the Arnold Center has benefited tremendously from Vertex Systems' ingenuity when it comes to creating lasting solutions and providing unrivaled support. With more than 40 employees using Vertex's modules daily, it's expected that the Arnold Center will continue to leverage these tools in the years to come.

## Challenges Faced by the Arnold Center Solved by Vertex

Before Vertex, employees at the Arnold Center spent far too much time with data entry and reporting, as these processes were disconnected and very time consuming. With Vertex's comprehensive modules, however, they were able to cut down on time spent on these tasks dramatically while ensuring greater accuracy in each and every process. Now, the Arnold Center is able to focus on its mission and goals, rather than being bogged down by inefficient processes.





The Case Manager module streamlined data entry of important client information, such as progress on outcomes into one location. This is a major boon for an organization like the Arnold Center that relies heavily on accurate data to track progress and evaluate outcomes of their clients. Moreover, reports went from taking several days at a time to mere hours, with the entire process only requiring a few steps. When it came to ensuring their clients were properly compensated for their vocational time, Vertex's Client Payroll Manager service providers could accurately track productivity as well as calculate the correct earnings.

Ultimately, the Arnold Center attributes their success with these tools to Vertex's excellent support staff. Despite having started with all of the Vertex modules in place, the Arnold Center's employees felt that they were getting the timely help they needed no matter how many questions they had. In building a strong relationship with Vertex's team, the Arnold Center was always reassured that Vertex support would work with them to find the right solution for their needs.

### **IDD AGENCY MUST HAVES: THE ARNOLD CENTER'S FAVORITE MODULES & FEATURES**

- **BILLING MANAGER** – Features such as consumer ledger, authorization reminders, and unmatched billing allowed for a streamlined process, dramatic time savings, and better overall compliance.
- **CASE MANAGER** – Staff benefited from streamlined data entry and tracking the progress of consumers over time, using features such as Service Summary. The Case Manager module was incredibly useful for keeping documentation organized and on track.
- **CLIENT PAYROLL MANAGER** – This tool enabled staff to calculate earnings of the consumers with greater precision and accuracy. Further, it simplified the process of tracking earnings and the productivity of clients.
- **VOCATIONAL TIME MANAGER** – Tracking time for vocational programs and calculating earnings for clients is far more efficient with Vocational Time Manager, as it allows for these actions to be completed within one central location.
- **REPORTING** – The difference in reporting for the center was night and day. What would typically take days at a time, was now condensed into an hour-long task.
- **CUSTOMIZABLE FIELDS** – Customizable fields allowed for greater flexibility in collecting data specific to their center. The Vertex support staff is very helpful in regard to this feature.





## The Benefits of a Strong Working Relationship & Great Support from Vertex

The Arnold Center has had a strong working relationship with Vertex since they began using our products. The staff appreciates the quick and responsive support team, who are always willing to work out a solution, no matter how many things they ask for. The staff prefers to submit tickets or communicate via email with support staff in order to ensure that all questions and concerns are addressed.

Moreover, our team at Vertex is in touch with the Arnold Center weekly providing quick refreshers on how to use our tools effectively. In addition, their staff appreciates the support documentation that Vertex supplies, as they can always look back on it and eliminate redundant questions. As a result, the staff at the Arnold Center are confident in their ability to use Vertex's tools effectively thanks to the regular communication between the two teams.

### INTERESTING STATISTICS AT-A-GLANCE

- The Arnold Center has been working with Vertex for over 30 years.
- The Billing Manager, Case Manager & Client Payroll modules are used at least once a day by the Arnold Center's staff.
- Over 40 employees use Vertex Systems daily including all support staff, accounting, as well as their executive director.

**"Vertex always has a solution for any obstacle we present to their support staff. I love stumping the tech team to see what new solutions they can come up with!"**

**- Arnold Center Employee**

## Where the Arnold Center is Headed Next

Since COVID-19, the Arnold Center has expanded to include local off-campus locations and has facilitated community-wide growth. As a result, they are interested in moving to Vertex's Cloud solution in the future. The hope is that the cloud will help them manage their growth and continue to offer excellent services to their community. With Vertex's support, they know they will be successful in all of their endeavors going forward.



*Vertex Systems 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.*