



# | CASE STUDY ABC

Billing made easy for Intellectual/  
Developmental Disability agencies



## Background on ABC

Ability Building Community (ABC) is a nonprofit organization that has been providing services to individuals with disabilities since 1956. The center has grown enormously since its inception and now offers services in two Minnesota locations – La Crescent and Caledonia. At the time of its founding, the primary focus was to create a vocational program within the center for those living with disabilities.

Over the years, ABC has seen several expansions to their services, including an adult day program and independent living skills programs. These new programs were developed to help those with disabilities achieve their goals of leading independent lives. In recent years, ABC has also begun transitioning from center-based jobs for their individuals to community-based jobs; this shift explains their name “Ability Building Community”.

ABC works closely with Vertex, who has been providing services to them since 2017. Vertex allows ABC to track all individuals’ time into billing and then the minutes that each individual works so that they can receive payment for their work. This collaboration between Vertex and ABC is not only beneficial for tracking payroll but also supports efforts around gaining employment in the disability community, creating more job opportunities while helping keep costs down for both organizations.

## Setting ABC Center Up for Success

ABC faced a daunting transition from their old system to Vertex, though eventually they were able to successfully implement every Vertex module at once. Given the complexity of the transition, ABC wisely recommends keeping it simple by only transferring the most important information first to the new system. Despite this, Vertex ensured ABC was able to establish a firm foundation and set themselves up for long-term success.



To ensure best practices, ABC also received direct support from Vertex's experienced onboarding team who provided them with additional training materials and advice on how to maximize the use of their new software. As a result, ABC was able to quickly adapt to using Vertex, gaining more efficiency and streamlining their operations. With a successful onboarding process complete, ABC is now well-positioned to take full advantage of all that Vertex has to offer.

## Solving Billing Challenges & Streamlining Operations

ABC faced significant challenges in their billing operations before they implemented Vertex. Employees were spending far too much time on billing tasks, making it difficult to stay on top of their workload and exhausting the resources available. The existing company providing support and services was using inadequate technology and offered slow customer service, making it even more difficult for ABC to keep up with their tasks.

Vertex stepped in to provide ABC with a solution that would help them streamline their billing operations:

- Our experienced team of professionals provided comprehensive guidance throughout the implementation process, ensuring that ABC staff understood each module and workflow.
- Our support team made sure all of ABC questions were answered thoroughly, quickly alleviating any confusion or issues.
- ABC was able to reduce the amount of time spent on billing tasks from 5 days a week to 3 days per week.
- By implementing the Vertex platform, ABC cut labor costs and allowed some employees to semi-retire due to the reduced workload.
- Vertex's efficient and user-friendly technology enabled ABC to drastically improve their billing processes while freeing up more time for other business activities.



**"If Vertex leaves, I leave."**

**Liz Schinigoj**  
Billing Coordinator  
Ability Building Community



## ABC's Favorite Vertex Features



Billing Manager



TimeWorksPlus



Client Payroll Manager

## Vertex Gets Billing Done Right The First Time

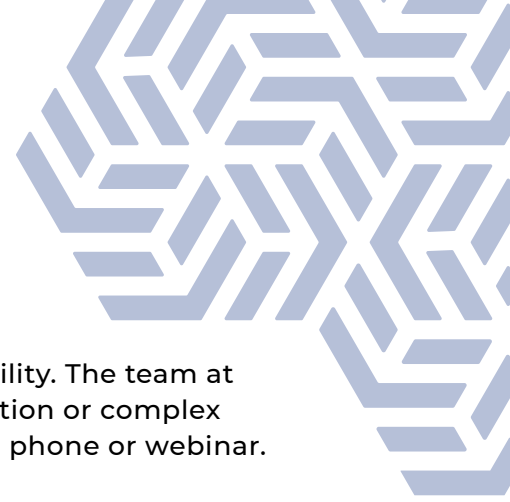
Vertex has been instrumental in helping ABC achieve greater success over the years. By streamlining the import of service agreements and automating billing processes, Vertex has helped save time and money while providing much needed accuracy in billing. As such, ABC has seen a drastic improvement in their efficiency and profitability.

Not only is Vertex able to quickly capture all funds associated with billing, but it also flags any errors that may occur during the process—from incorrect payment data to inaccurate customer information—ensuring that everything is as accurate as possible. This has been especially important for ABC given the nature of their business and its high-stakes environment; mistakes can cost them a great deal of time and money.

ABC is leveraging Vertex Systems to its fullest extent, using powerful modules such as:

- Billing Manager
- Case Manager
- Client Payroll Manager
- Vocational Time Manager
- TimeWorksPlus





The relationship between ABC and Vertex is one of great trust and reliability. The team at Vertex understands the unique needs of ABC, whether it's a simple question or complex technical issue. They are always available to provide assistance via email, phone or webinar.

Vertex has always been responsive to all requests from ABC, oftentimes within minutes of their outreach. This high level of responsiveness has allowed ABC to move forward with their projects quickly, making sure that all deliverables are met in a timely manner.

Overall, it's clear that a strong bond exists between ABC and Vertex due to the exceptional support provided by the team at Vertex. From emails and phone calls to webinars and project tracking—they have gone above and beyond in helping ABC succeed in their endeavors.

#### IMPRESSIVE STATISTICS AT-A-GLANCE

- ABC has been with Vertex for 6 years and counting
- Billing tasks went from taking 2 days to 15 minutes
- Billing employee went from a full time job (5 days /week) to semi-retirement due to system improvements (3 days/week)



*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.*