

# Educational Services of America

## Performance Management Customer Profile



[www.esa-education.com](http://www.esa-education.com)

### Quick Facts

- Industry: Education
- Operating since 1999
- Employees: 1400
- General Ledger: Great Plains
- Based in Nashville, TN
- Application: Budgeting

### Background

Educational Services of America (ESA) is the nation's leading provider of K-12 and post-secondary alternative and special education programs. ESA owns and operates more than 130 schools and programs in 17 states. ESA provides highly personalized academic and behavioral services for students through the following branded areas: ESA Exceptional Schools, Ombudsman Educational Services, and Spectrum Center Schools.

### Challenges

Prior to PROPHIX, ESA did not have a true budgeting system. It was purely based on Excel spreadsheets, which became too time consuming. Melissa Harrell, Corporate Controller, is responsible for distributing templates and consolidating the various budgets from different locations. "What's frustrating with Excel is the time consuming template maintenance and data consolidation. Users were able to change formulas, delete lines, and adjust formatting, which made it an even longer process because we needed to verify data accuracy," explains Melissa. "Plus making one change is a hassle, because it needs to be done to all templates."

### Why PROPHIX

ESA needed a robust system that required as little IT maintenance as possible and offered the automation of tedious processes. Also having investigated Forecaster, Budget Maestro, and Tagetik, the team chose PROPHIX for a number of reasons.

Some have had experience with other PROPHIX products in the past and thought the SQL Server version, in particular, would suit their needs. PROPHIX offers powerful offline capabilities and having over 100 regional managers, this proved to be an essential feature to the company. Melissa describes, "Another reason why we chose PROPHIX is the customer service. We can see from even the sales standpoint, that PROPHIX has a great customer service oriented business."

### Key Benefits

After completing the first phase of implementation, ESA discovered the ease of installing the product and working with PROPHIX. "I have been involved in six different software implementations in my career and PROPHIX has, by far, provided the best project plan I have received from a software company," says Melissa.

Although still in the implementation process, ESA already has a good understanding of how budgeting and data consolidation in PROPHIX would yield direct cost savings. Melissa explains, "In my old system, it took a whole day to add a location. I added two locations in PROPHIX, and that took about 15 minutes. That's a huge time savings." Sherri Cunningham, Manager of Corporate IT Operations, adds, "PROPHIX obviously helps with the budgeting piece, but it also seems to be fitting very well with our forecasting process; our actuary is thrilled."