



Industry

Tribal Government

Organization

The Kaibab Band of Paiute Indians

Challenge

The Kaibab Paiute Tribe had been struggling with unstable software and poor support, often leaving them waiting several days for help with their accounting system.

Solution

nfpAccounting Technologies, Inc. implements Great Plains, a better accounting program which provides a stable system for the Tribe.

Result

The Kaibab Paiute Tribe is now able to operate day-to-day without having to worry about whether the system will be working the following day. What's more, they've gained a partner they can always count on to be there for them when they need support.

System

Microsoft Great Plains

General Ledger
Accounts Payable
Payroll
Billing
Report Writer
Cash Receiving

The Kaibab Band of Paiute Indians Succeeds with nfpAccounting Technologies, Inc.

The Kaibab Band of Paiute Indians was established under the Indian Reorganization Act of 1934. The tribe has a 7 person city council and provides healthcare, social services, substance abuse and mental health counseling, public works, judicial services, housing assistance, natural resources and employment opportunities to its tribal members. Their reservation is located about 50 miles north of the Grand Canyon, on the Arizona side of the Arizona-Utah border. Spanning more than 121,000 acres, the land is home to 5 tribal villages, one non-tribal village and Pipe Spring National Monument.

An Unstable System and Poor Support Calls for Change

For some time the Kaibab Paiute Tribe had been operating on an unreliable accounting program that often forced them to call the software manufacturer for help. From periodically shutting down without warning, to giving inconsistent data and results, the system required routine maintenance. Unfortunately the support provided by the software manufacturer was less than ideal. **Gayle lastname**, Bookkeeper for the Kaibab Band of Paiute Indians recalls, "The program just had little quirks, and we would often need to reset it but it was too complicated to do on our own. Dealing with the manufacturer was a big hassle because it could take a day or two to get help – and when you're stuck trying to run payroll you can't just wait two days for support."



The Right Team and Solution Saves the Day

When a new version of the software was released, the manufacturer called local consultants and asked them to follow up with users to see if they needed assistance with the upgrade. That is when the Kaibab Paiute Tribe had the good fortune of meeting nfpAccounting Technologies, Inc. Gale explains, "We were very happy to get in touch with someone who could provide us with the kind of support we needed. nfpAccounting Technologies, Inc. was much better at helping us manage our program. They were very responsive and always helped us right away." Sunil Chhabra, CPA for nfpAccounting Technologies, Inc. adds, "When we first came on board, we were not only able to help with their software situation, but also in serving as an external IT department for the Tribe as well."



About nfpAccounting Technologies, Inc.

Your organization is unique. nfpAccounting Technologies, Inc.'s approach is focused on creating systems and processes for your organization that will streamline your back office functions and equip you for growth. Using proven implementation strategies, we will help you meet your goals.

Founded in 1999, nfpAccounting Technologies, Inc. is a leader in implementing and supporting fund accounting, grants management and fundraising software. With over 100 installations throughout the United States, we have earned a reputation as an industry leader.

nfpAccounting Technologies Inc. implements and supports Sage, Microsoft and Blackbaud products. We are a full service consulting firm and serve a wide range of industries including:

- Native American Tribes
- Social Services organizations
- Medical Clinics
- Charitable and Religious organizations
- City and County Governments
- Special Districts
- State Agencies and Commissions
- Educational Institutions

"I would highly recommend nfpAccounting Technologies Inc. to anyone who is looking for a technology partner that truly cares about your organization."

Stability That Brings Lasting Success

Several years later, when the accounting program manufacturer decided to discontinue the software, the Kaibab Paiute Tribe turned to their trusted advisors at nfpAccounting Technologies, Inc. for help. Thanks to their long-term, ongoing relationship the Tribe knew that they could trust any recommendation made by nfpAccounting Technologies, Inc. to be in their best interests. Sunil explains, "The Tribe needed a reliable and user-friendly program that could meet their accounting needs, but they also required a specialized customization that would allow for water meter billing, and so we recommended Microsoft Great Plains.

The implementation went very smoothly. The data conversion not only went off without a hitch, but nfpAccounting Technologies, Inc. was able to provide the customization necessary to meet the Tribe's meter billing requirement. What's more, the new software application allowed the Tribe to operate on one completely Windows-based system, whereas they had previously been forced to run on both an old DOS-based version of their former software for meter billing, and a Windows-based version for their accounting.

With a much better accounting program, the Tribe has greatly reduced their need for support.



Sunil reflects, "With the new software in place I get a lot less calls for help. I think the experience has been very positive for them." Gayle agrees, "Great Plains is definitely more user-friendly than our old program. For example, I really appreciate how we can do a customer look-up so quickly. From easily accessing the customer's history, to seeing how different things may have been coded – it is very easy."

nfpAccounting Technologies, Inc. has been able to give the Kaibab Paiute Tribe peace of mind, knowing that they can do their job day-to-day, run checks and financial statements without having to worry whether their system will be functional tomorrow. They know they are in good hands and that they will be taken care of. Shirla Bundy, CFO for the Kaibab Band of Paiute Indians explains, "nfpAccounting Technologies Inc. has been so easy to work with. They are very likeable and responsive whenever we call for help. I would highly recommend them to anyone who is looking for a technology partner that truly cares about your organization."