

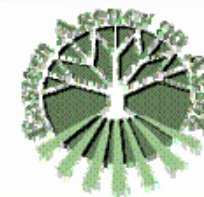


“...installing MIP helped us save time, money, and provided our agency with the ability to tailor our staffing needs significantly. MIP has delivered a 75% cost savings due to efficiency.”

-Noëlle Merrill, CFO, Eastern Agency on Aging

# Case Study

## Eastern Agency on Aging cuts response time in half!



More than 9,000 nonprofits and government organizations rely on Sage MIP Fund Accounting.

The Eastern Agency on Aging (EAA) was established in 1973 as The Eastern Task Force to improve the lives of older persons in Penobscot, Piscataquis, Hancock and Washington counties in Maine. EAA makes it possible for persons 60 and over to remain independent in their homes and communities with dignity and peace of mind. Its is to be the best source of information, services and options for older persons and their families.

Changing over to MIP Software has proven to be one of the best decisions Noëlle Merrill has ever made. As CFO of the Eastern Agency on Aging, Noëlle brought her agency into the world of streamlined efficiency on a daily basis. “We’ve actually found that **installing MIP helped us save time, money**, and provided our agency with the ability to tailor our staffing needs significantly. **MIP has delivered a 75% cost savings due to efficiency.** When we discovered that MIP was a table-based system, we were sold!” Noëlle says.

When it comes to servicing their own clientele, EAA now has the ability to answer a variety of billing questions right on the spot. Noëlle remembers the days before she installed MIP,

“It could take a week or longer to get back to a client with an answer about their bill – that’s all changed. With MIP, we can pull up a client’s account at any point in the month and see a complete history of activity. **Our response time is excellent.**”

Noëlle finds that the import/export features of MIP make it very easy to compile reports for Directors to be sent via e-mail. “Being able to send a report directly to Excel is fantastic. It’s the best invention ever!”

Noëlle Merrill can be reached at Eastern Agency on Aging at (207) 941-2865.

To read more about Eastern Agency on Aging, visit their website at [www.eaaa.org](http://www.eaaa.org)



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