



"Soft Trac's personalized customer service and technical knowledge of MIP is the best."

- Kim Dugal, Accounting and Data Manager, Maine Primary Care Association

Case Study

MIP Cuts Payroll Processing Time by 87% at Maine Primary Care Association



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

Maine Primary Care Association has been working for more than two decades to build a healthcare safety net that provides people in Maine with access to healthcare. The organization supports a network of 33 community health centers that provide comprehensive primary care to the underserved. The organization also provides technical assistance and support to its members and advocacy to support its vision of attaining universal access to care and eliminating healthcare disparities.

Kim Dugal, Accounting and Data Manager, knew that her data systems could be more efficient. She had been spending eight hours each day processing payroll and tracking lengthy reports for Maine Primary Care Association. With limited resources, Kim needed to find a better way to do payroll and get the information she needed.

With MIP software, Kim was able to **cut her payroll processing time** from eight hours a day all the way to one! Payroll efficiency combined with the ease of reporting all add up to an **87% savings of time and money**. MIP has made the difference in helping Kim keep her organization moving forward to better serve its communities and the people of Maine.

When it comes to her experience with Soft Trac, Kim is very pleased with how the team continually goes the extra mile to help her whenever she calls.

"Soft Trac's personalized customer service and technical knowledge of MIP is the best. One time I called with an issue about saving a file, and the next thing I knew, Sue was on my doorstep! She came over personally and walked me through the solution. **When I get stuck, I just call Sue,**" says Kim.

The Soft Trac team also understands the value of putting its users in touch with one another through MIP User Groups. The groups provide Soft Trac's clients with the

opportunity to communicate while learning valuable tips from each other. Another way, that **Soft Trac stands out by delivering Personalized Customer Service**.

"The User Groups are wonderful. They provide a sneak peak at what's new from MIP and also act as a teaching tool. The group setting allows for discussion and learning about other users' experiences and solutions," Kim continues.

Whether it's driving her mouse remotely to take her through a problem step by step, providing MIP User Groups or coming directly to her office, Kim can count on Sue and Darla at Soft Trac to accomplish any accounting project successfully.

Kim Dugal can be reached at Maine Primary Care Association (207) 621-0677.

To read more about Maine Primary Care Association, visit their website at www.mepca.org



Find out why...go to www.softtrac.com/products/ or Call! (207) 621-8556

Find out more! Go to www.softtrac.com or Call! (207) 621-8556