

Integrated Business Group

“You couldn’t put your company in better hands.”

—Linda Goldhersz,
Corporate Office Manager
for ChildrenFirst
on why she has been an
Integrated Business Group
(IBG) client for over a
decade.

Measures of success:

- **The company can continue to use the GP product and grow with it**
- **ChildrenFirst has experienced no down-time, thanks to IBG’s availability**
- **ChildrenFirst has been an IBG customer since 1995.**



ChildrenFirst Measures Success with Integrated Business Group

Location: Winter Park, Florida

Industry: Healthcare

The Challenge: Because of the 24/7 emergency-response nature of operations at ChildrenFirst, the company was in need of responsive, effective, and trustworthy support that can problem-solve on the go.

The Solution: Integrated Business Group (IBG) not only helps them function seamlessly with Microsoft Dynamics GP and its various customizations, but it also recommends secondary software solutions as needs surface, while providing 24-hour support.

Results: ChildrenFirst can run its operations without interruption and trusts that IBG will help them stay steady, recommend improvements, and increase production as time passes.

IBG Provides ‘Round the Clock Support for ChildrenFirst

The Nursing division of ChildrenFirst Home Health Care System, a pediatric home healthcare company that cares for medically fragile children on- and off-site, has been using Great Plains (GP) since 1995. But before Integrated Business Group (IBG) came along, they had difficulty finding a customer-service focused software provider who could continue to provide up-to-the-minute solutions as their company grew.

Back in 1994, when ChildrenFirst had just started, they were in search of a software solution. “I was doing the payroll, billing, accounts receivable... I was doing it all!” corporate office manager Linda Goldhersz explained. “We were keying once for invoicing and a second time for payroll. It was just overwhelming!” Eventually they found GP and began working with a value-added reseller (VAR) to learn the program.

As the project moved forward, however, she said the VAR wasn’t very helpful through the process. “We started to have a problem with customer service,” she explained. The person in charge of the customizations suggested she contact what was at that time a small company known as IBG.

Goldhersz reached Brian Caslow, the company’s president whom, she ascertained, was “a down-to-earth, normal, trustworthy, honest guy.” ChildrenFirst has been a client since.

She asserted he has stayed late after hours and on weekends to help the company get upgrades done. “If it weren’t for Brian, I don’t know where we would be,” Goldhersz added.

Now ChildrenFirst has grown to incorporate nearly 25 users between the CFO, accounts payable, human resources, payroll and accounting. And since their Nursing division operates much like a temporary staff placement agency, they are working with IBG to implement new software that complements GP and works with staffing-related accounting issues—especially relating to the intricacies of working with insurance and accounts receivable.

Goldhersz said she’s confident IBG can help them reach their new efficiency goals: “Keeping Brian and our data within Great Plains has become very important to me.”