

Success Story

Rapid growth drives Sprague Pest Solutions to Sage Intacct

“Sage Intacct provided us with the tools to automate information disbursement, letting us proactively make change before seeing lagging month-end financials and data points.”

Allison Benabente, CPA Controller

Sprague Pest Solutions



The challenge

The pandemic threw up many challenges for Sprague Pest Control. With 19 branches, keeping the accounts in one place became impossible. In addition, QuickBooks was pulling up invoices with no visual data, increasing stress levels while decreasing money and time.



The solution

Sage Intacct offers different tools that generate noticeable time-savings on training and onboarding. The intuitive design and ease-of-use mean the team can focus on using the additional tools, rather than spending time figuring out how to use them.



Executive summary

- Enabled easy connectivity to approve invoices or journal entries from anywhere
- Eliminated \$25,000 yearly fee for reporting plug-in
- Reduced time needed for monthly close process
- Analyzed historical data for improved forecasting and budgeting
- Produced benchmarks by region and companywide for managers to see how they compare to other branches
- Created better tracking and segmentation of vehicle related expenses including fuel and repair costs

Sage

Company
Sprague Pest Control

Location
Washington, US

Industry
Professional Services

Sage Products
Sage Intacct

SPRAGUE

About Sprague Pest Control

Tacoma-based Sprague is the largest privately owned pest management company dedicated solely to the commercial market in the United States. Sprague focuses on science-based integrated pest management solutions and consulting services for leading food processing, agriculture, healthcare, hospitality, and distribution facilities.



Rapid growth spurs need for change

Sprague Pest Solutions is the largest family-owned commercial pest control company in the United States, protecting some of the world's most recognizable consumer food brands from pests. This essential service allows millions of people to eat safer food, and to live and work in healthier environments. Sprague's philosophy is not tied to a clever slogan or cute play on words. It's based on a straightforward premise – deliver uncompromising, exceptional service through science-based integrated pest management programs. And it has been doing so for over 96 years and across four generations. With demand rising and rising requirements for safety across its customer footprint, Sprague has doubled in size in the last five years.

The company is headquartered in Tacoma, Washington and currently operates 19 branch locations spanning Washington, Oregon, Idaho, Utah, Colorado, Nevada, Arizona and California. As result of this growth, Sprague needed a turn-key accounting software solution to manage its expanded breadth of operations and accounting needs. "We needed a software solution that could be a source of truth for our leadership team," said Sprague's Controller, Allison Benabente, CPA. "The platform needed to be able to scale and adapt to our constantly evolving operations, as well as help to tie the patchwork of systems that we currently use across operations together."

Real-time solutions to manage cost controls

Sage Intacct provided a cloud-based solution that allowed Sprague to consolidate its accounting functions and provide company leaders and managers access to drill down into critical, real-time data. Using Sage Intacct's built-in dimensions and reporting tools, Benabente's team can now provide routine status updates to managers to review their expenses in real time and with greater depth. The system allows managers to identify and gain better understanding of their cost center's performance, including being able to review every bill hitting their branch.

"Sage Intacct provided us with the tools to automate information disbursement, letting us proactively make change before seeing lagging month-end financials and data points. One central system lets us dig deeper into historical data for more accurate forecasting and budgeting," said Benabente. "The enhanced functionality with dimensions and automated multi-entity entries allows us to consolidate information and produce reports that are tailored specifically for what managers need."



Sprague Pest Solutions irons out accounting bugs with Sage Intacct

Real-time solutions to manage cost controls (continued)

Sprague can now provide managers with detailed expense summaries on allocations that have hit their branch for the week. The reports are sent automatically every Saturday morning for the week prior. The consistent delivery of this information allows for issues to be resolved more quickly, and not at month end when crunch time hits. It also leads to more conversation and more accurate overall outcomes. Sage Intacct allows Sprague to benchmark by region and companywide for managers to review, something that was not possible previously.

“Managers can identify pain points impacting their cost center faster to make adjustments in real time,” said Benabente. “It has broken down silos and allowed for more collaboration and sharing of best practices.” Sprague’s fleet management practices have also benefited from the switch. Transitioning to Sage triggered a review of the chart of accounts, allowing both the accounting team and managers to get more intel on specific vehicle-related expenses such as fuel and repair costs. Similarly, when a recent fuel surcharge was enacted to counter rising operational costs, the accounting team was able to create a new GL account and map the surcharge coming out of the billing system directly into it. This allowed them to easily see the offsetting revenue that the company was recouping, particularly in regions where travel is heftier. Sprague has used this information to review and adjust route scheduling for greater efficiencies and cost savings.

Faster close, more flexibility, time and money savings

By deploying Sage Intacct, Sprague has eliminated redundancies that were slowing the monthly close process down. Benabente’s team has been able to shave a day off the close process as a result of enhanced review capabilities and a built-in checklist. The enhanced review capabilities also save Sprague’s accounting team time – more than 12 hours a month so far and likely to increase as more updates are added – and provide greater insight when reviewing invoice or journal entries. Processes that took six or seven clicks of a mouse, or aggregating information from multiple systems, can now be accomplished with one or two clicks. Every module communicates seamlessly with the others, allowing easy drill downs during the review process.

“Sage Intacct has also provided us a level of flexibility that was unprecedented,” said Benabente. “I can review and approve an invoice or journal entry from anywhere, whether I am working from a branch location on my computer or walking between meetings with only my phone.” In addition, Sprague was able to harness the robust reporting functions of Sage Intacct and eliminate a \$25,000 yearly fee for a reporting plug-in to its old accounting system.

“Sage Intacct brings more transparency and visibility into our accounting team’s work, and gives us the ability to drill down in reports for more detail,” said Benabente. “Our managers are looking for more information to improve their performance. We have seen more engagement in the process of transitioning to Sage Intacct, and our department has become a more valuable partner to Sprague as a whole.”



Sage

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