



Industry: Medical

Heart to Heart Hospice



Heart to Heart Hospice, founded in 2003, is one of the largest private providers of hospice care in the United States. Headquartered in Plano, TX, Heart to Heart Hospice provides a broad range of palliative and support care services to patients with life-limiting illnesses across 54 locations throughout Texas, Michigan and Indiana. Services provided include nursing care; physician services; counseling and social worker services; homemaker services; physical, occupational and speech therapy; spiritual counseling and bereavement; and medication for symptom and pain control.

HQ: Plano, TX. **Founded:** 2003 **Employees:** 1000

Existing ERP: Great Plains

Other systems: QBO CRM Trella Health (Not Integrating) FP&A Adaptive Credit Cards Divvy and AMEX Payroll Dayforce Bank(s) Regions Revenue Platform Homecare Homebase, Kinsur by Wellsky Pharma BetterRX (not integrating)

Customer Challenges: Reporting and insights - AP process and approvals were manual, disjointed systems, multi-entity consolidations

Deal Competitors: Business Central, Intacct

Why we Won: N/A

Caravel teams:
Kelly Gonyea

NetSuite Implementation

NetSuite sales team: Cole Miller, Rachel Rudolph

NetSuite: Suitesuccess phase I, optimization phase II

Methodology: SuiteSuccess+ Optimization

Modules: Record to Report, Procure to Pay, Order to Cash

Interfaces: Banking, EMRs (Homecare Homebase, Kinsur Wellsky, Divvy/AMEX, Adaptive, Dayforce)

Approach: Will deploy NetSuite in a multi -phase with core functionality going live in month 3 and integrating to various 3rd party systems in phase 1, with optimization in phase 2

