

# Sharper Tools for Sharper Minds: Upgrading with Arris & Acumatica

## Industry

Healthcare

## Client Since

2019

## Solution

Acumatica Cloud ERP

Goodman Campbell Brain & Spine (GCBS) is one of the Midwest's largest independently owned groups specializing in neurosurgery, interventional pain management, and interventional neuroradiology. Renowned for their expertise in advanced brain, neck, and spine care, GCBS stands out for its commitment to cutting-edge diagnostics, innovative treatments, clinical research, and data-driven outcome measures, all aimed at improving patient health.



GOODMAN CAMPBELL  
BRAIN AND SPINE

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## KEY BENEFITS

### MAKING THE COMPLEX, SIMPLE.

- Faster AP processing
- Anywhere access & better work/life balance
- Streamlined reporting improved data visibility
- Trusted support & stress-free transition

## Outgrowing Sage 300

Managing the financial operations of this advanced clinical practice is no small task, and the GCBS accounting team, led by Noelle Brucki, Accounting Manager, and Anita Davids, Accounting Payroll Specialist, knew they needed to upgrade to a modern cloud-based solution to streamline their processes and enhance reporting.

"A lot of our reporting was very time-consuming. There were lots of steps that we had to do to get just the basic information that we needed," states Brucki. Having relied on Sage 300 for years, GCBS first partnered with Arris in 2019, and that solution served GCBS well, but cracks in its capabilities began to surface as operations grew. It was these inefficiencies that drove GCBS to explore alternative solutions.

Brucki explains, "Sage 300 wasn't working for our business, and we needed some more solutions. We needed some time savers. We needed shortcuts and ease of use. We reached out to several different companies and products. Arris was one that we reached out to, and they were the ones who introduced us to Acumatica."

## Trusted Partnership

The decision was made to build upon their long-standing partnership with Arris and implement Acumatica – a choice that proved to be instrumental in transforming their financials. Brucki says, "Arris definitely helped us make our decision. Since they were a group that we had been working with for years, we knew the people; we knew we could contact them at any point.

She continues, "We had a good relationship already with them. It did make it a little bit easier to choose Acumatica as our solution because we knew who we would be working with for implementation, setup, or any kind of troubleshooting. We just know that they're a great group of people to work with."

## Cloud Bound

In their search for a new system, GCBS prioritized user-friendliness, cloud accessibility, and scalability. "The cloud was definitely a factor," noted Brucki. She



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continues, "We wanted something that we could access anywhere, anytime, from any device. That was important for us. We were also in the process of trying to maintain our servers, and our previous product, Sage 300, was taking up a lot of room on our servers. So, in an effort to try to get rid of some of that space, a big thing that we looked for was cloud-based accounting software."

Since migrating to the cloud and leveraging Acumatica's built-in AP Document Recognition tool, GCBS has gained better security and flexibility, which enabled a better work/life balance. "I work remote a couple of days, actually four days out of the month. With the old system, it seemed like it just took forever and ever and ever. With Acumatica, everything is just right there," explains Davids. This highlights a key challenge in traditional AP processes where paper invoices can be easily misplaced, creating inefficiencies and security concerns.

Acumatica's built-in AP Document Recognition directly addresses this, as Davids describes, "With paper, there's a chance that it could be strewn all over the place. So, just the sense of security and not carrying a bunch of paper back and forth. Everything's already in the system for me to access, to put into the system without having to carry all this paperwork around."

## A Smooth Transition

With Arris leading the implementation, the migration to Acumatica was a seamless process. Davids shared, "It went very well. The team was very helpful. They went through all the different aspects of what we would be using within the system in a thorough basis, and they were always available if we had questions."

She goes on, "They made it a fun process and not a stressful situation. They [Jeff & Raymund] were both great." With the Acumatica upgrade, the GCBS team took the opportunity to overhaul their entire accounting structure during the transition, including revising their chart of accounts.

"We reworked our chart of accounts, and they helped us in revamping that process and then getting that implemented, and getting that started, all while training us on how to use a new accounting software," says Brucki. What could have been a stressful and overwhelming process felt manageable and seamless, thanks to Arris' hands-on support.

Staying true to their promise as a reliable and trusted partner rather than a sales organization, Arris stayed by GCBS's side even after they went live. Davids says, "They set up a 3-month mark after we've been using the system to review everything with us, to make sure there wasn't anything that we had a concern about."

It was nice that they put us on their calendar just to check on us and make sure everything was running the way we wanted it to." Not every partner goes the extra mile like this, but Arris stands out by providing exceptional support and guidance post-implementation.

## Intuitive, Insightful, and Invaluable

While several solutions were considered, Acumatica was picked for its intuitive interface and powerful accounting capabilities. "We were looking for a really good accounting software," Brucki said. "That was the biggest piece of what we were looking for. A really good accounting software."

As a medical practice, patient information remains securely housed in a separate system, but Acumatica shines as a powerful accounting system and excels in delivering deep financial insights and functionality that the healthcare practice finds invaluable for operations.

When it comes to ease of use, Brucki says, "It [Acumatica] just works itself. We're able to use the system very easily." She continues, "The usability is great. So, from my perspective, when I'm looking at things at a higher level, things pop out a lot easier to me in the reporting, and when you see the reports, you can click on anything. It takes you right to the invoice, or if you click, it takes you right to the

journal entry. Then the ability to fix things on the spot saves just a whole lot of time for me in particular.”

This streamlined approach has allowed the team to analyze data more efficiently and in greater detail than ever before. “The ease of use has been the biggest benefit for us. Acumatica is so simple and easy to use, and that is immeasurable,” concludes Brucki.

## Paperless Brings New Possibilities

Since implementing Acumatica, GCBS has experienced significant improvements in their accounting workflows, eliminating “reams and reams of paperwork”. “I used to have all of my invoices on paper and then would scan them to an Excel file <that needed manipulated and uploaded>. Now, I can scan them directly into Acumatica. Everything is right there. That’s definitely a big change for the better, for sure,” explains Davids.

Switching to a paperless system has not only saved time but also made information instantly accessible within Acumatica. A key driver of this efficiency is the AP Document Recognition feature, which replaces manual data entry by automatically converting vendor PDFs into AP bills. This tool’s seamless integration with Acumatica cuts costs, saves time, and improves accuracy while keeping financial data always up-to-date and readily available.

With more time on their hands, the team can focus less on manual work, and more on strategic activities that drive success. Davids describes, “I have other duties as far as payroll. It does allow me to focus more or try to be more



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involved and in tune with everything involved with the other portions of my job, other than just entering accounts payable.” This shift has allowed Davids to enjoy her role more, freeing her to leverage her talents and skills beyond routine financial tasks.

## The Arris Difference

The strong partnership between GCBS and Arris played a pivotal role in the success of this technology project. Davids described Arris as, “Very down to earth people. Always willing to help and any issues we might have, they make it enjoyable to get those resolved.”

She continues, “We send them an email or leave them a phone message with something that we are having an issue with, and they get back to us usually within the hour. Always in tune with our needs. Arris is definitely a strategic partner. Definitely.”

For GCBS, the transition to Acumatica has been transformative. With streamlined processes, improved reporting, and the flexibility of a cloud-based system, the GCBS accounting team is better equipped to support the organization’s mission of delivering exceptional patient care.

Plus, with Arris as a trusted partner, they know they have the support they need for continued success. Brucki describes working with Arris as “Kind of like working with your best friend. They’re so easy to talk to. To just have conversations with. Extremely helpful. They’re just a great group of people.”