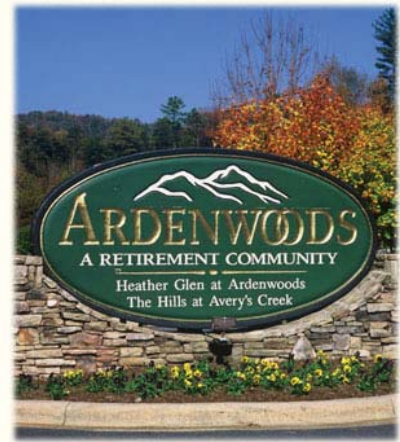




## FullCount Case Study

Company: Ardenwoods LLC  
Location: 2400 Appalachian Blvd  
Arden, NC 28704  
Contact: Pam Pate  
Title: Accounting Director



### Overview

Ardenwoods LLC is a Life Care Services owned and managed retirement community. Ardenwoods is located in Arden, NC and has a total of 110 residents and 95 independent living apartments. Ardenwoods implemented the Alliance Technologies FullCount software in February of 2006 to help manage resident meals and other dining transactions and information.

### Problem

Before switching to FullCount, Ardenwoods ran an entirely paper-based system for tracking and managing resident meals. A giant log sheet was used for tracking resident meals and guest meals were tracked through service orders. The entire process was done manually. Pam Pate, Accounting Director at Ardenwoods, talks about life before FullCount:

*"From an accounting standpoint we felt we were missing revenue and not picking up all the charges since everything was done manually and prone to human error. At the end of each month we would count out all of the meals on our chart and then key everything into our accounting system. This was a time consuming process for us. Also, at the end of the month when statements were sent out, we would typically get lots of calls from residents with billing questions. Fielding all of the calls and getting answers to their questions was a difficult task. We did not have a method for pulling reports; rather we used a spreadsheet with tally marks which was cumbersome, inefficient and messy looking."*



## Solution

Ardenwoods chose @Care software from Alliance Technologies. With @Care, dining room transactions are captured by utilizing a hand held scanner and barcodes. At the end of the day the information is easily downloaded to the @Care application. The information can then be used for reports and billing and also imported to the accounting software without manual or dual entry.

## Results

*“From the accounting side FullCount is working great. The data is all in one place and we can then transfer it to our accounting system at the end of the month - this works very well. Using FullCount has really saved us a lot of time in our accounting department. Fielding calls from our residents has significantly been reduced and when we do get calls we are able to answer questions faster and more accurately. We can also print out monthly reports with a consolidated view of all the information we need. It's much easier for us to inform residents on how many meals they have left for the month and the printouts we provide look much nicer. The detailed meal transaction report is great and much simpler than using spreadsheets. With FullCount our information is also more secure as everything is kept electronically and automatically backed up.”*