

# Medtelligent's Smart Partnership with BT Partners Helps Power its Platform

Industry  
SaaS

Client Since  
2016

Solution  
Domo &  
Sage Intacct

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**John Shafae**  
Founder and CEO  
Medtelligent



Medtelligent is the company behind ALIS, the leading software application purpose-built for assisted living communities. ALIS serves as the “operating system” for more than 2,000 communities nationwide -- a powerful yet user-friendly application that allows owners and their teams to prioritize resident care while pushing workflows forward. While ALIS handles resident and medication management, staff scheduling, reporting and compliance, and billing tasks, Medtelligent understands that many customers also need a complete accounting and financial reporting solution. That insight led to the launch of a highly successful, long-term partnership with BT Partners.

## A Smart Partnership

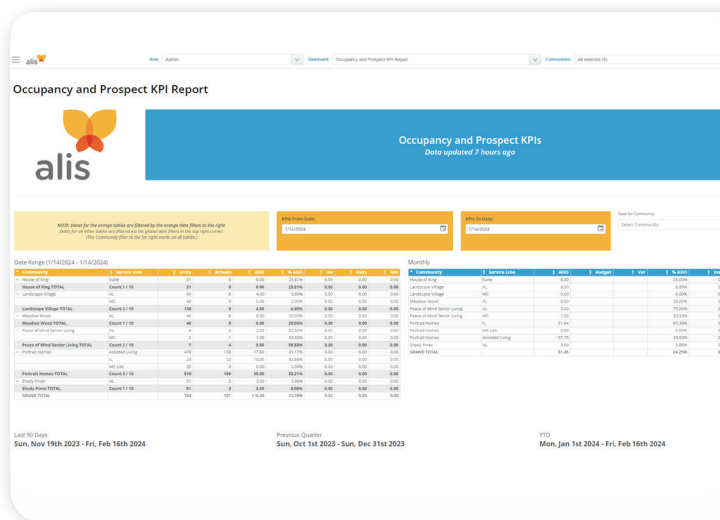
In search of a best-in-class general ledger application to integrate with ALIS, Medtelligent discovered Sage Intacct. “Someone recommended BT Partners to us as a Sage Intacct VAR, and as soon as we met them, it was instantly clear that we shared the same culture and vision,” recalls John Shafae, Founder and CEO of Medtelligent. “We worked with them to build the integration with Sage Intacct, and now we offer this as an option for all our customers.”

Shafae says BT Partners impressed his entire team. “Right out of the gate, our values aligned. They share our curiosity and growth mindset and are not afraid of doing what hasn’t been done before – that’s a powerful combination. They then take it a step further in that they really care. They care about what they do and the people they work with. The priority is how we can help, not how much we can bill.”

BT Partners’ deep understanding of the senior living industry is a game changer for assisted living portfolios. “We have our own terminology and workflows, and they get it,” says Shafae. “That allows us to dig right into finding solutions without spending time explaining how we operate.”

## Right Tool. Right Partner.

Medtelligent quickly discovered another valuable aspect of BT Partner’s expertise. “We learned they have an Executive Analytics team,” Shafae notes. “Our clients need visibility, visualization tools, and deep analytics, and that skill is firmly in BT Partners’ wheelhouse – so we asked them to help us navigate.”



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“They used their tools and expertise to build a next-generation dashboard and reporting engine, and that engine is now a core part of our application.” Shafae describes the process of bringing the idea to life. “BT Partners uses Domo as their executive analytics platform, and we did a proof of concept. They worked closely with our internal team to be sure we met our goals of providing a comprehensive next-generation dashboard and reporting engine. We wanted to provide our customers with both the “what” and the “why,” and we were able to do that.”

The two-way integration with Sage Intacct unlocks real-time financial and operational metrics for ALIS users. For example, if a nurse assesses a resident and moves them up a care level, management sees the result immediately in Sage Intacct. Medtelligent’s clients can include occupancy and vacancy rate metrics on their financial statements. “This is hugely important and really sets our solution apart,” says Shafae.

## Data Tells a Story

Medtelligent also leverages Domo, a unique business intelligence (BI) tool that seamlessly combines data warehousing with a visualization engine. Shafae sees that as a distinct advantage. “Domo has packaged these two essential components into its offering,” he explains. “This makes it more intuitive for our users – many of whom aren’t technical. We’ve made BI plug-and-play.”

Medtelligent clients aren’t the only beneficiaries of BT Partners’ deep operational analytics. “We use Domo internally, too,” says Shafae. “BT Partners helped us build dashboards that allow us to better understand how our clients use our solution. For example, our engineering team can track errors and hotspots in real-time.”

He adds, “Data helps tell a story. If you have the right data and bring it together in the right way, a business can effectively communicate to stakeholders what’s happening and why it’s happening. That knowledge, in the right hands, improves decision making and positively impacts the direction of the business.”

## Powering Continuous Improvement

Medtelligent’s partnership with BT Partners continues to evolve. “We have plans to expand our solution’s data visualization capabilities, and BT Partners will play a key role in that initiative,” Shafae says. “In addition, we’ll continue to work with them to implement Sage Intacct for our clients as it’s proven to be an ideal financial management solution in the senior living space.”

He concludes, “We want to continue leading the senior living space. To do that, we must continually improve our offering and actively respond to our clients’ requests. The marketplace is consolidating, and clients will no longer tolerate disparate solutions that don’t work together. Our partnership with BT Partners is an essential part of our strategy. They are people first, not vendors, and the solution we’ve built together just keeps getting better.”