

# CYMA Partner Success Story



CYMA Partner: MultiView, Inc.  
Industry: Hospice/HealthCare

Most people know the important services that hospices provide terminally ill patients. Many people, however, wouldn't think that hospices have the same critical cost tracking and management needs of large hospitals and other health care institutions. In fact they do, and Multi-View Inc., a North Carolina reseller of CYMA accounting software, is at the forefront of providing the necessary solutions to the hospice management industry. Founded in 1996 by Andrew Reed, former VP and CFO of the Hospice of Palm Beach County, Florida, Multi-View provides specialized solutions centered on CYMA software to allow hospices to effectively manage and measure their activities.

While at the Hospice of Palm Beach County, Mr. Reed found national exposure and success developing internal methods and technologies for measuring hospice operational performance. After receiving calls from other hospices asking for his expertise, Mr. Reed soon started a consulting business concentrating on the needs of the hospice industry. "Focus on the specific (hospice) market was the cornerstone of business", says Reed, "We couldn't be all encompassing." The consulting business focused mainly on teaching hospice management how to implement accounting software to measure and track operational performance and began with Great Plains Dynamics. Along the way, Multi-View developed spreadsheet based tools to measure hospice performance and produce required cost control reports.

"Basically, it started as a complex spreadsheet that pulled data from GL." said Reed, "Knowing the hospice industry well, we were able to provide a powerful solution and expand its capabilities over time." F9, a product of Systems Union, provided a means to automate the spreadsheet with accounting data; however Multi-View needed an inexpensive, yet powerful accounting system to serve as the backbone. A search for low cost accounting software that used the F9 financial reporting product led Multi-View to CYMA in 1998.

CYMA<sup>®</sup> Accounting for Windows is a fully featured accounting system, both adaptable and affordable enough for Multi-View's customer base. A flexible General Ledger, F9 integration, customization options and affordability make CYMA<sup>®</sup> an integral part of Multi-View's operation. Additionally, CYMA offers an award winning Not-For-Profit edition complete with FASB-117 reporting and budget controls.

Currently, Multi-View has 450 clients throughout the country and offers a benchmarking tool that allows the hospice to measure their operational performance and compare it to industry norms. Approximately 150 of these hospices use the CYMA accounting system, making CYMA the most widely installed mid-range accounting system in the hospice industry. Multi-View also offers an automated HCFA 1500 Cost Report (now called CMS), which reduces the time to prepare this required government report from dozens of hours to 20 minutes.

**"The combination of CYMA accounting and Multi-View reporting makes an amazing financial system."**

**Denise Fields**  
Hospice Services of Lake County

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