



Intellitec Solutions

Colonial Parking gets Six New Locations, One Better Partner, Zero Slowdown.

Colonial Parking operates a network of parking facilities with more than forty garages & surface lots, providing facility management & maintenance, and developing partnerships across Pennsylvania and Delaware.

A family run business for 70 years, the team of 65 people are continually exploring the latest technology & industry innovations. With multiple entities and heavy month-end activity, they needed stronger system support and better reporting to scale & grow the business.

A Tough Start

After moving from Microsoft Great Plains (GP Dynamics) to Sage Intacct's multi entity accounting software, they struggled with no ongoing support or team training provided by their previous partner.

Implementation and Project staff turned over frequently, creating delays and leaving the team to figure out the system on their own. This significantly decreased the ROI from their new, leading ERP system.

Madeleine Tucker, Controller at Colonial Parking explains, "The whole process was very challenging. The Partner team kept changing. We had a team of four or five people, and by the time we launched, everyone we had started with had left, including our Project Manager."

She continues, "We had four core reports that we wanted written, which they never finished writing. Our VP of Finance wound up having to finish writing the reports."

With dozens of locations and complex reporting needs, this lack of guidance created confusion, duplicated work, and unreliable financial outputs. "There was never really any in-depth training. We were left to figure out most processes on our own," Tucker adds.

Finding Expert Help

Colonial Parking had a strong multi entity accounting software system in Sage Intacct but needed a knowledgeable team to get them back on track. They reached out to Intellitec Solutions for help.

Intellitec began assisting immediately, offering guidance and stabilizing the system to get the entire team back on board with the new solution. Misuk Sams, Accounting Manager, reflects, "Intellitec helped us finish the whole transition process."

A More Efficient, Accessible AP Process

With the proper expertise for Sage Intacct from Intellitec, Colonial Parking quickly gained improvements in visibility and efficiency. Leadership can now review and approve AP invoices from anywhere, eliminating delays & paperwork bottlenecks.

Tucker explains, "Our President appreciates it because he doesn't get given a stack of AP invoices. Now, he receives an email AP notice and can click into the ones he's not sure about, and he can approve them from anywhere. This new process is a lot more efficient."

Meanwhile, the accounting team benefits from having supporting documents stored directly in the system, reducing follow-up questions and making transactions easy to trace. Sams notes, "We can attach all the supporting documents and easily access



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Controller



them. You don't have to go find paper files or go somewhere else to look for them."

Stress-Free Journal Entries

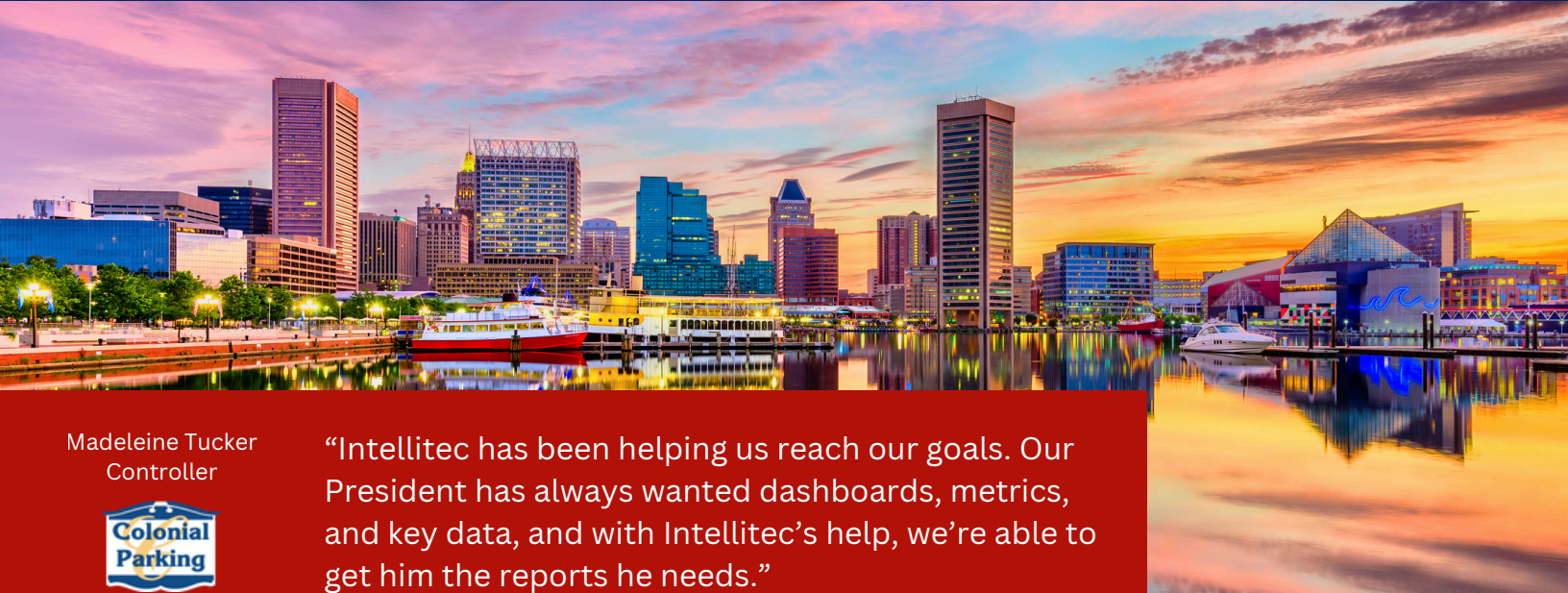
With the help of Intellitec's expertise, the upgrade from Great Plains to Sage Intacct's multi entity accounting software has been transformative.

"When we were doing journal entries in GP, it was always nerve-wracking to make sure everything was correct. It was stressful when you were posting a journal entry, especially batches of journal entries, because correcting things was difficult. In Sage Intacct, if something you posted needs to be updated or corrected, you can easily go in and update things. You don't have to do a re-journal entry, reverse it out, and then repost it. It just saves a lot of time, headache, and stress," explains Tucker.



This level of flexibility has transformed their monthly workflow and brought a sense of confidence and control to the entire team.

On Sage Intacct, Colonial Parking has also dramatically reduced the time spent on recurring journal entries. Instead of rebuilding entries from scratch each month, the team now easily copies prior entries and makes the necessary updates.



Madeleine Tucker
Controller



“Intellitec has been helping us reach our goals. Our President has always wanted dashboards, metrics, and key data, and with Intellitec’s help, we’re able to get him the reports he needs.”

Sams affirms, “It’s gotten so much easier and faster... We don’t have to completely create new journal entries.” This streamlined process has eliminated the risk of data entry errors and freed up substantial time within the accounting team.

Proactive Support That Drives Progress

Since partnering with Intellitec, they have gained consistent, proactive support that keeps their accounting team moving forward.

Tucker praises, “Intellitec has been helping us reach our goals. Our President has always wanted dashboards, metrics, and key data, and with Intellitec’s help, we’re able to get him the reports he needs.”

Along with these reports, Intellitec is now working with Colonial Parking to build dashboards that other leadership needs. Regular monthly check-ins with Intellitec take place to make sure projects stay on track, while quarterly touchpoints provide additional oversight and strategic guidance.

Sams explains, “Intellitec makes sure we get the reports that need to be updated. They always keep us on track. We always learn something when we have the monthly meetings. That’s great.”

These meetings build accountability for Colonial, prompting the team to review materials, test reports, and make progress they otherwise wouldn’t have time to tackle. This steady cadence keeps momentum moving even during the busiest periods.

Two Retirements. Six New Locations. Zero Slowdown.

Shortly after implementing Sage Intacct, Colonial Parking had two accounting team members retire. Despite having two vacant roles, Colonial Parking has been able to take on six new locations and continue growing, thanks to the efficiencies of Sage Intacct's multi entity accounting software and the expertise & support of Intellitec.

This would not have been possible under their previous partner, however, with Intellitec by their side, Colonial is excited about future projects.

Unlocking Dynamic Reporting

The team values Intellitec's responsiveness and follow-through, whether resolving quick questions, assisting with report updates, or helping them understand & properly use the dynamic reporting capabilities.

"They've taught us how the reports work dynamically, which we didn't understand at all in the beginning. Every year in Great Plains, we'd have to change reports and put in the new budgets. We don't have to do that anymore," reflects Tucker.

This significantly reduced manual work and streamlined Colonial's reporting processes, helping the team get much more out of their solution. "They have a lot of knowledge about Sage that they share with us," Sams adds.

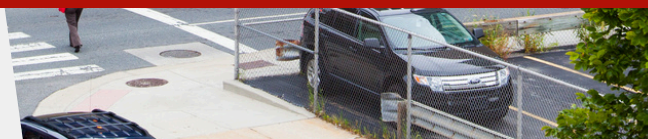
A Foundational Report, Finally Delivered

Another key report was the Net Income Control report. A crucial tool for reconciling activity across more than forty profit centers. The report made sure every general ledger account ties out properly, allowing the team



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Misuk Sams
Accounting Manager



to verify that each location's results roll up accurately to total net income.

Their previous partner did not complete this report, leaving only a partial version that lacked the cross-checking needed for reliable financial oversight.

"Intellitec got it finished for us, which I think is critical. That was one of our top four or five items on the list in the very beginning when we started with Sage Intacct," stresses Sams.

Delivering this foundational report strengthened their confidence that future, more complex projects are fully achievable with Intellitec as their partner.



Deeper Insight Through Dimensions

Sage Intacct's dimensional reporting has been helping Colonial gain clearer visibility into departmental activity, with Intellitec's expertise on how to leverage it.

Tucker shares, "We have a valet department that handles different events, and in Sage, we're able to classify those as activities. Now we can see both the revenue and the expenses by activity dimension.

Intellitec built activity reports for us and is also helping with items that aren't directly tied to a single activity. For example, we buy vests that are used across the entire valet department, but our President wants those costs allocated, maybe by revenue or another method, and Intellitec is helping us work through that."

These enhancements are helping staff uncover deeper insights and continue expanding how they use Sage Intacct to support better decision-making.

A Knowledgeable, Reliable Partner

Outside of ERP technology, Intellitec also brings strong finance and technical expertise. Tucker remarks, "The Intellitec team has really good accounting knowledge. They understand the issues we're facing. That is a big plus. They know what we're struggling with, and they understand it."

This accounting-first approach allows Intellitec to anticipate issues, offer practical solutions, and provide guidance that aligns with real-world financial tasks, making ongoing support far more efficient.



**"Intellitec is one of the best.
The best partner we've had."**

Madeleine Tucker, Controller



Colonial Parking consistently praises Intellitec Solutions for their professionalism, friendliness, and reliability. "Intellitec is wonderful. They get back to us. We have no complaints. When they say they're going to call, they call. When they say they're going to do something, they do something," praises Tucker.

Intellitec follows through on every commitment, responds quickly, and often anticipates needs before the accounting team has time to address them. "We highly recommend them," affirms Sams.

By combining deep multi entity accounting software knowledge with responsive, hands-on support, Intellitec has helped the team stabilize their system, streamline their processes, and unlock the full value of Sage Intacct.

As Tucker put it best, "Intellitec is one of the best partners we've had."

