

# BUSINESS SERVICES



## OPPORTUNITIES FOR BUSINESS IMPROVEMENT

- Payroll Services
- Human Resources Management Services
- Mediation Services
- Financial Management Services
- Information Technology Management
- Consumer Research and Data Management

ACHIEVE YOUR ORGANIZATIONAL GOALS WITH  
SUPPORT FROM MARCH OF DIMES CANADA

## WHY MARCH OF DIMES CANADA?

When you use March of Dimes Canada BUSINESS SERVICES, you can be confident you are securing high-quality services and expertise. We are:

- experienced in handling reporting requirements of the Ministry of Health and Long Term Care, Local Health Integration Networks (LHIN), Ministry of Community and Social Services (MCSS), and the Canada Revenue Agency.
- cost competitive.
- highly-trained professionals, skilled in operational, human resources, payroll and financial analysis and reporting.
- experts in financial modeling and scenario planning.
- experienced in implementing enhanced reporting and financial documentation controls and processes.
- skilled in operating and supporting Dynamics GP software, Navision and Quadrant.

*“Working with March of Dimes Canada has been a dream. We are actively looking for another project and would love to work with you again. Thanks for stepping in to help us.”*

– Penny Parnes, Team Leader Plan, WARO Project, International Centre for Disability and Recreation, University of Toronto

*“March of Dimes Canada provided us with an excellent option for our payroll processing through back office services. This partnership not only provided us with the expertise to transition to a new payroll system but also gave us the peace of mind that the ongoing support and report writing would be available...”*

– William Krever, President and CEO, Better Living Health and Community Services

# MARCH OF DIMES CANADA BUSINESS SERVICES

ACHIEVE YOUR ORGANIZATIONAL GOALS WITH  
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When you are looking for cost-effective management and administration solutions for your organization, let March of Dimes Canada BUSINESS SERVICES assist you in achieving your organizational goals.

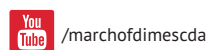
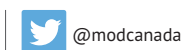
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Full back office integration or assistance with a one-time project, March of Dimes Canada BUSINESS SERVICES is the one stop answer for your organizational needs.

Whether you have five employees or 500, we can help you gain productivity, time and money.

More administrative accountability for non-profits and charitable organizations is required more than ever before, with an increased focus on cost efficiencies. As a result, there is a growing need within the community service sector for cost-effective solutions to manage your business administration.

Do you have the people and tools to meet your organization's goals? Do you want to reduce expenditures? Close accountability gaps? Improve service, quality and efficiency?

March of Dimes Canada has been serving the community for more than 60 years, and is a recognized leader in service delivery and internal operating excellence and we can assist you.

## BENEFITS TO YOU

By taking advantage of one or more March of Dimes Canada BUSINESS SERVICES, you can:

- save money.
- redirect resources to your critical programs and services.
- enhance internal operational controls.
- improve quality, efficiency and accuracy.
- receive high-quality services, analysis and reporting from skilled and experienced professionals with integrity.

## PAYROLL SERVICES

- Talented and experienced payroll professionals providing service and support for all systems
- Specializing in complete Quadrant payroll processing and management services
- Guaranteed quality Quadrant customized report writing specific to your organization to enable effective business decisions at the best price available
- Complete configuration and report review and analysis to ensure your system's quality and accuracy

## HUMAN RESOURCES MANAGEMENT SERVICES

- Complete Labour Relations expertise including negotiations, grievance management, drive union organizing strategies and communication, and collective agreement language review and analysis
- Employee Relations and performance management
- Disability and WSIB claims management expertise
- Develop extensive training catalogues for front line and management staff
- Policy development

## MEDIATION SERVICES

- Dispute resolution and mediation expertise
- Dispute resolution between co-workers and/or clients
- Focus groups with employees or clients with objective reporting and analysis

## FINANCIAL MANAGEMENT SERVICES

- Daily transactions processing, payments/cheques/electronic payments
- Month-end closure processes and monthly general ledger account reconciliations
- Financial reporting, needs assessments and consulting
- Audit preparation
- Monthly or quarterly provincial sales tax/harmonized sales tax filings
- Reporting for the Local Health Integration Networks (LHIN) and MCSS

## INFORMATION TECHNOLOGY MANAGEMENT

- Emerging technologies
- Information technology and systems strategy
- Enterprise architecture reviews
- Security and privacy compliance and assessment
- Vendor management
- Analysis, design and implementation of business systems
- Functionality and performance reviews of business systems
- Software development process review

## CONSUMER RESEARCH AND DATA MANAGEMENT

- Program evaluation
- Key performance indicator development
- Consumer satisfaction survey design