

**Connected in the Cloud:
Sage Intacct and Saltbox
Are Critical Components
of Commissionaires
NB & PEI's Technology
Transformation**



Vision33

About



The Canadian Corps of Commissionaires was founded in 1925 to employ Canadian veterans of the First World War. Established in Montreal, this non-profit organisation provides meaningful employment to veterans transitioning from service who wish to contribute to the security and well-being of Canadians.

Today, the Canadian Corps of Commissionaires is structured as a federation of 15 independent divisions employing 22,000 people across all provinces and territories. Veterans serve at all levels of the organisation, from security officers to CEOs.

Commissionaires New Brunswick and Prince Edward Island (NB & PEI) is headquartered in Saint John, New Brunswick, has five regional offices, and employs over 800 security professionals.

Like its counterparts, Commissionaires NB & PEI provides on-site and mobile security services for public and private clients, including airports, seaports, hospitals, federal agencies, provincial governments, and other commercial clients. They also provide identification services, including fingerprinting and background screening services.

All Commissionaires divisions adhere to a strict social mandate. In addition to providing meaningful employment for veterans and inclusive employment for civilians, this mandate requires investing back in the local communities and their people.



A Strategic Investment in Scalability and Agility

Kevin Johnson, who joined Commissionaires NB & PEI in 2021 as the Director of Finance (he's now Chief Operating Officer), initially focused on fortifying the business. A key part of that was renegotiating and restructuring existing contracts to stabilise the business. Then the business moved to investing in its people, processes, and technology to become more efficient and effective.

In 2025, Commissionaires NB & PEI made a significant technology investment by implementing three new cloud software solutions simultaneously: Sage Intacct, TrackTik, and Criterion HCM (now Sage HCM).

Kevin acknowledges the technology project was a heavy lift, but well worth the effort, as it has now placed the company in a position that is expected based on industry standards.

"It's about effectiveness, efficiency, better governance, better controls, and enabling our people with the tools they need to move the company forward", Kevin explains. *"Vision33 and Sage Intacct were a substantial piece of the project".*

On the accounting software side, Commissionaires NB & PEI used IBM i (formerly known as iSeries), an on-premises solution known for its security and reliability.

"IBM i is super stable, very robust, but dated", Kevin says. *"Our staff had a lot of experience with the system, but when you bring in new people and your software is dated and not as user-friendly when compared to existing applications, that can hurt you from a recruiting perspective".*

"We needed increased scalability and agility for operations and finance, so we invested in the new technologies. We needed a system that wasn't as proprietary in nature and that had open APIs for integration with other applications".



Choosing the Right Technology (And the Right Partner)

As the champion of Commissionaires NB & PEI's technology upgrade, Kevin's diligent research included studying industry benchmarks, scrutinising Gartner's software studies, and speaking with his peers at other Commissionaires divisions.

Commissionaires NB & PEI became the first Commissionaires division to implement in concert the powerhouse trifecta of Sage Intacct for finance, TrackTik for scheduling and attendance, and Sage HCM for payroll, HR, and recruiting.

Designed by accountants for accountants, Sage Intacct is the AI-powered financial management solution that automates accounting tasks and frees time for strategy and growth.

Sage Intacct's robust non-profit features include core fund accounting, a dimensional general ledger, comprehensive grant tracking and billing, automated revenue recognition, and easy-to-use reporting and dashboards.

"We partnered with Vision33 not just for Sage Intacct but for Saltbox because it's a critical piece of the integration layer", Kevin notes.

Designed by in-house automation and integration experts, Saltbox Integration Platform is Vision33's exclusive cloud-based integration solution that seamlessly connects any data set, application, or entire tech stack.

"I made the decision that Vision33 was the right partner because it didn't feel like a transaction with them", Kevin says. *"It felt like a partnership, and that's what I wanted. And Vision33 is from Atlantic Canada. Supporting local was a driver, but Vision33 came recommended".*

Vision33 is an award-winning global Sage Intacct partner with over 20 years of experience and hundreds of successful Sage Intacct implementations. The company implements, supports, and integrates Sage Intacct, empowering organisations to do more in finance.



A Change Management Initiative

Vision33 implemented Commissionaires NB & PEI's Sage Intacct solution and created the Saltbox workflows between Sage Intacct, TrackTik, and Sage HCM. Vision33 also closely collaborated with the TrackTik and Sage HCM vendors to align project milestones and ensure a cohesive, end-to-end solution.

"Vision33's project management team was very organised, very diligent, and very engaged, with a high sense of ownership", Kevin says. "We managed to a scope, not a schedule. We respected the timeline, but scope was critical because this was a change management initiative".

Kevin credits his internal team for buying into the project and doing much of the heavy lifting. He says the organisation wouldn't be where it is now without them.



Automation Frees Time and Eliminates Complexity

Sage Intacct, TrackTik, and Sage HCM—integrated in the cloud via Saltbox—create a purpose-built technology stack to successfully run a Commissionaires division.

Before its technology overhaul, billing was a tedious, time-consuming process for Commissionaires NB & PEI's small finance team. When time and payroll came in, automated invoices were created in the legacy IBM platform—but then there were manual reviews, printing timesheets, matching information, and creating PDFs before submitting the invoices to clients via email.

Now, employees clock in and out of sites automatically through TrackTik. Then:

- The time is automatically loaded into Sage HCM to create payroll
- The hours travel in a file, via a Saltbox workflow, into Sage Intacct
- Sage Intacct automatically generates an invoice and PDF timesheet that's saved and approved through an electronic approval process
- Sage Intacct automatically emails the invoice to the client

The finance team can see that a client has received, opened, and read an invoice. And because there's an auto-generated timesheet summary supporting the invoice, billing is streamlined and straightforward, with minimal client questions.



Recruitment and Retention: Technology Matters

"Everyone is very happy because their work has been optimised", Kevin says. "They've become more efficient and effective, and they have more time for value-added activities".

In addition to significantly increasing efficiency, Commissionaires NB & PEI's technology investment has bolstered recruitment and retention initiatives.

Kevin explains, *"When people see the technology we're using, they're impressed not just by the investment we made in those applications, but how we initially focused on fortifying the business so we had the cash flow required to make the investment sustainable".*



Trusting a True Partner, Not Just a Vendor

Implementing and integrating three new cloud solutions at once isn't a simple feat. When issues arise, the right partner makes all the difference.

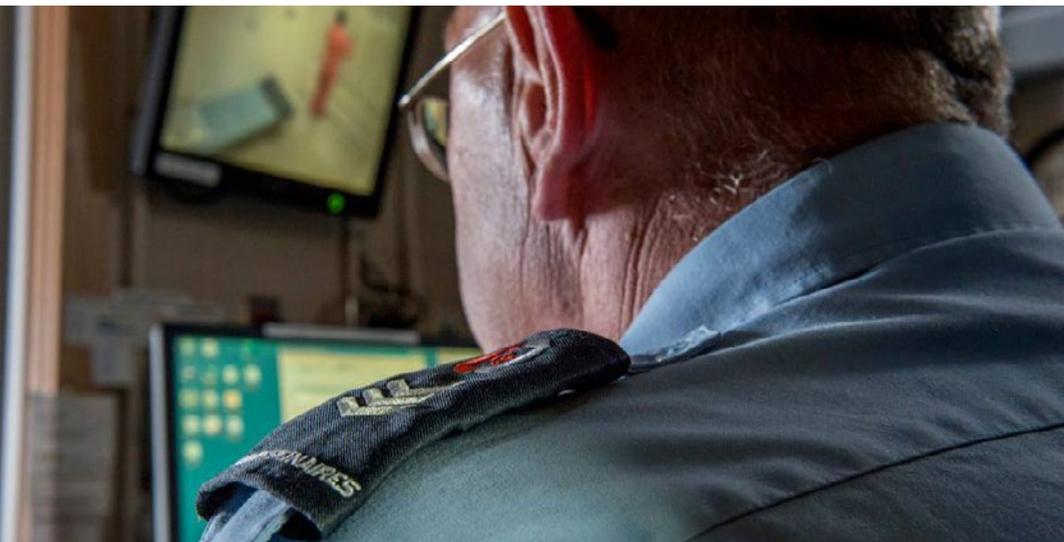
"There's always an opportunity to optimise", Kevin says. "If our folks don't like the way something works, they can come up with a solution in conjunction with Vision33 because they're always there. If we have an issue, we get a response and we solution it with Vision33. That's the sign of a true partnership".



The Future: Growth and Diversification

After spending three years as Director of Finance, Kevin is now Commissionaires NB & PEI's Chief Operating Officer. With Sage Intacct, the organisation's new Director of Finance has a powerful, scalable financial management solution, and the organisation has a technology stack that will support meaningful growth for years to come.

"It's about a legacy", Kevin concludes. "As a leader, you need to ensure you look forward and always leave the organisation in a better place and enable it to grow and survive through changing market conditions. This technology project was a critical mandate from the executive and our board, and we accomplished it. Now we can grow and diversify. It's a great place to be".





Vision33 transforms business processes and results for customers by delivering value through the promise of technology and its benefits for growing businesses. For over 30 years, Vision33 has helped companies integrate and automate their business processes and applications to better serve their customers, employees, and stakeholders. The technologies may have changed drastically in 30 years, but Vision33's mission has never wavered.

With over 1,000 customers worldwide, Vision33 helps manufacturers, distributors, service firms, and SaaS businesses outperform their competition and lead their industries with successful technology investments.

With nearly 400 employees, Vision33 offers product expertise, business experience, and innovative technology leadership. Whether a global company with 100 subsidiaries or a small business, Vision33 works alongside every customer to meet their goals.

Vision33 also has formal partnerships to resell, implement, and support leading ERP applications, is a leader in cloud deployment, and has developed exclusive products, including Saltbox and Lumiya.

For more information about Vision33, visit vision33.co.uk

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