

Smarter, Faster, Stronger: Leveraging AI in Intacct

A pragmatic roadmap for financial leaders moving
beyond the hype to build efficient, AI-assisted
accounting engines

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INNOVATE

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PRESENTER



Taylor Bost

Manager, Service Delivery
tbost@JMTConsulting.com
615.208.7737 ext 1016

About this session



- Description: We will focus on practical capabilities, real value, and realistic expectations by reviewing current and upcoming AI-powered features in Sage Intacct.
- Goal: Learn how AI strengthens—not replaces—sound financial processes and informed decision-making.
- Core Question: Where does AI add value, and where do strong processes and people matter most?

Setting the Stage:

THOUGHTFULLY USING AND POSITIONING AI

What we mean by “AI” in software

- We are focusing on applications that augment and assist, not fully autonomous systems.
- How AI shows up:
 - AI Assistant: Augments tasks; finds and collects structured and unstructured information.
 - AI Advisor: Provides advice, recommendations, and next best actions; synthesizes data to create insights.
 - AI Agent: Understands, plans, and takes autonomous action (this is the future focus).

Deconstructing the AI Hype into Practical Technology

Artificial Intelligence

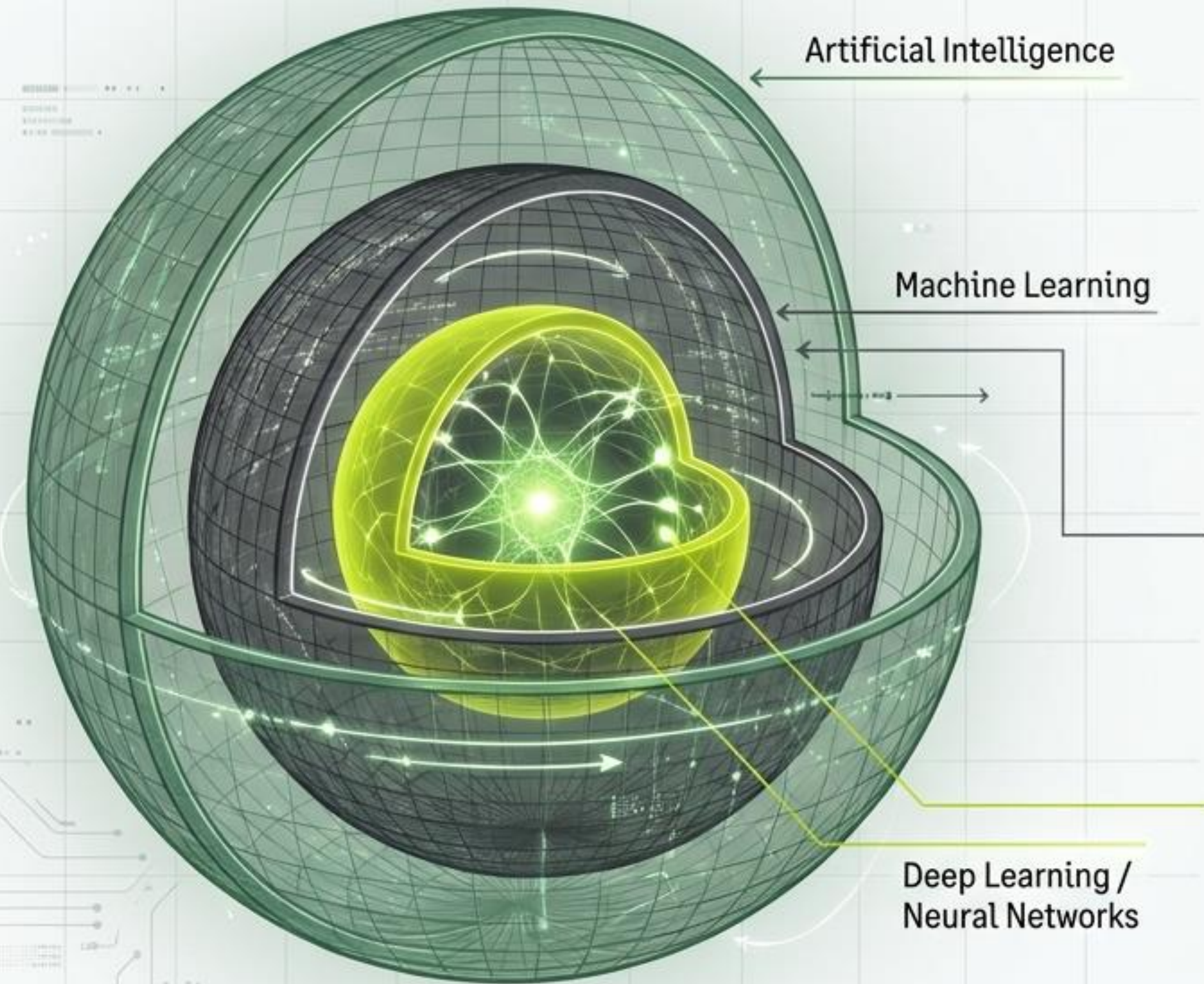
The broadest concept. Simulating human cognitive functions like problem-solving and decision-making.

Machine Learning

Algorithms that learn from structured data over time to improve predictions (e.g., matching historical bank transactions).

Deep Learning / Neural Networks

Advanced pattern recognition analyzing complex, unstructured inputs (e.g., extracting line items from varied PDF vendor invoices).



Sage Intacct utilizes embedded, assistive AI. It is an AI Advisor built to synthesize data and highlight insights, not an autonomous agent meant to operate without human oversight.

Managing Strategic Risk

- Leveraging a new technology will always come with inherent risks
 - Risk in early adaption vs risk in late or no adaption
 - Risks to accuracy
 - Staff Trust
 - Staff Development
 - Environmental Risks and Impact
 - Variable costs
- Some of these risks we can mitigate, some are out of our individual or organizational control.
- What we will talk through today is how today is how to manage and mitigate those risks that are in your control by thoughtfully and strategically approaching the use of AI in your organization.

Managing Strategic Risk

- Chasing “the AI” as the latest shiny new object to reduce headcount and costs might seem like a good idea in the short term – but you’re setting yourself up for long term pain.
- If AI could take over all entry-level work, where will we find new “experienced” accountants in 5-10 years?
- When making decisions from a strategic, leadership position – sometimes it’s easy to forget where we all started.

The Workforce Challenge

- How many of you have had a hard time filling accounting or finance positions on your team with experienced, knowledgeable staff?
- The “Silver Tsunami” has arrived
- New talent is shrinking: Accounting graduate numbers are decreasing, and so are the number of individuals taking and passing the CPA exam.

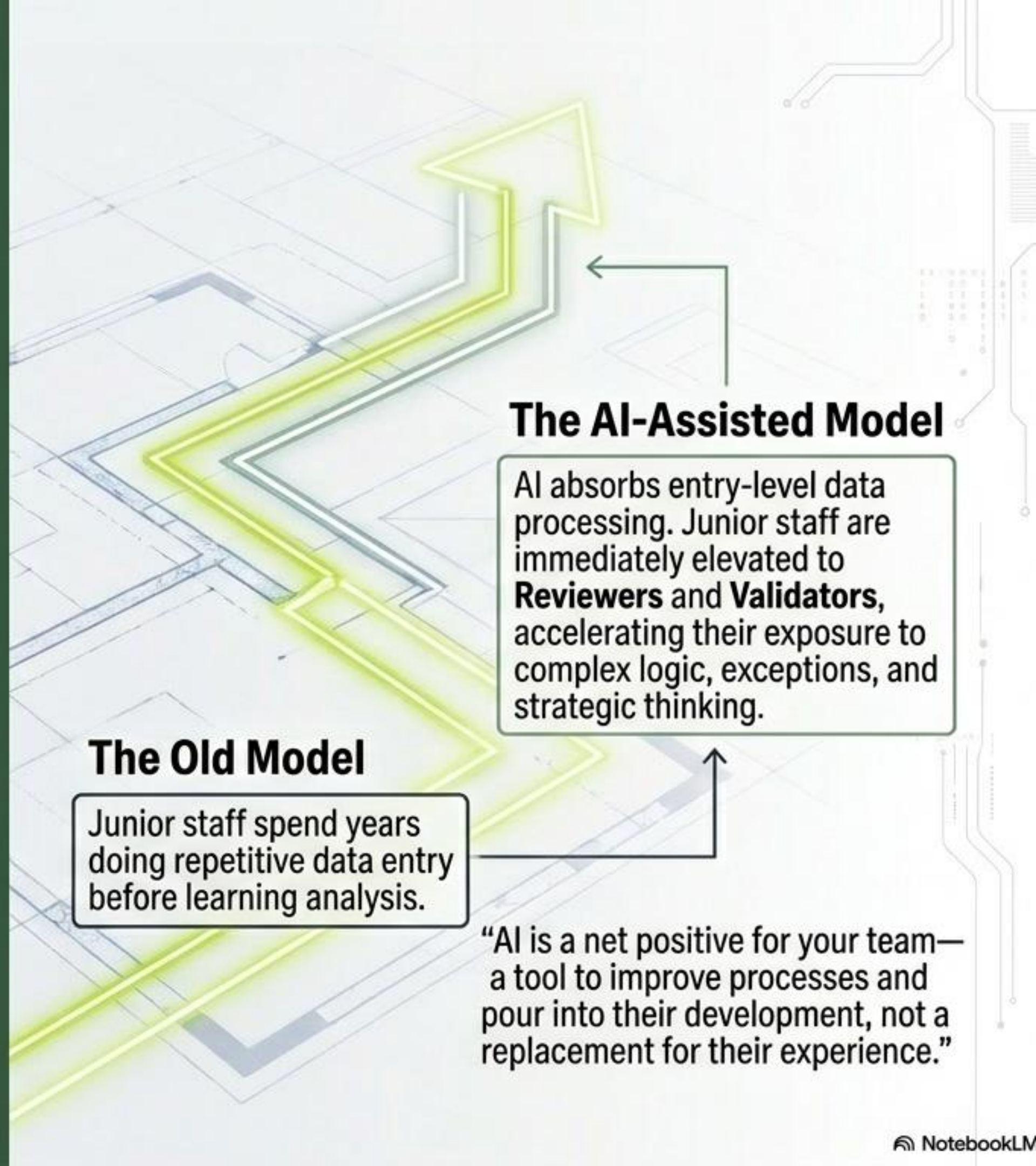
The Silver Tsunami Demands a Shift in Talent Development

The Industry Crisis

75% of AICPA members were eligible to retire as of 2020.

9% decrease in US students completing accounting bachelor's degrees (2012–2020).







30% fewer candidates passed the final CPA exam section in 2021 compared to 2016.



The Opportunity for Development

- NFPs may not have the same dollars to throw at new talent as for-profit organizations do, but what you do have is a human and mission centered approach.
- Position and treat AI as a net positive for your team.
 - It's an investment into their work, their time, their job satisfaction, and their continued progression in the field.
 - AI is a tool to improve processes and reduce stress – not a threat to jobs.
 - Reducing manual data entry opens them up to higher level work and learning opportunities years ahead where many of us may have started.
- Where many other orgs are positioning AI as solely cost cutting – you can use it to attract and develop talent.

The Division of Labor: Redefining the Accounting Workflow

	 The AI CoPilot	 The Human Architect
 Focus & Function	Pattern recognition, data extraction, anomaly flagging, and high-volume matching.	Contextual judgment, complex workflow design, and relationship management.
 Processing Transactions	Suggests GL dimensions (Location, Department, Grant) based on historical norms.	Reviews, validates, and approves suggestions; resolves complex edge cases.
 Rule Enforcement	Monitors deviations and alerts users to budget variances or outlier entries in real-time.	Investigates the why behind the variance; adjusts organizational strategy accordingly.
 The Ultimate Role	The Engine. Operates at speed and scale to reduce noise.	The Driver. Owns the final decision and ensures internal controls.

SAGE INTACCT'S APPROACH TO AI

The Opportunity for Development

Sage is focused on making AI:

- Embedded: Part of the native workflow.
- Assistive: Designed to help users, not replace them.
- Explainable: Logic can be understood and audited.

The goal is to provide decision-support tools, not shortcuts.



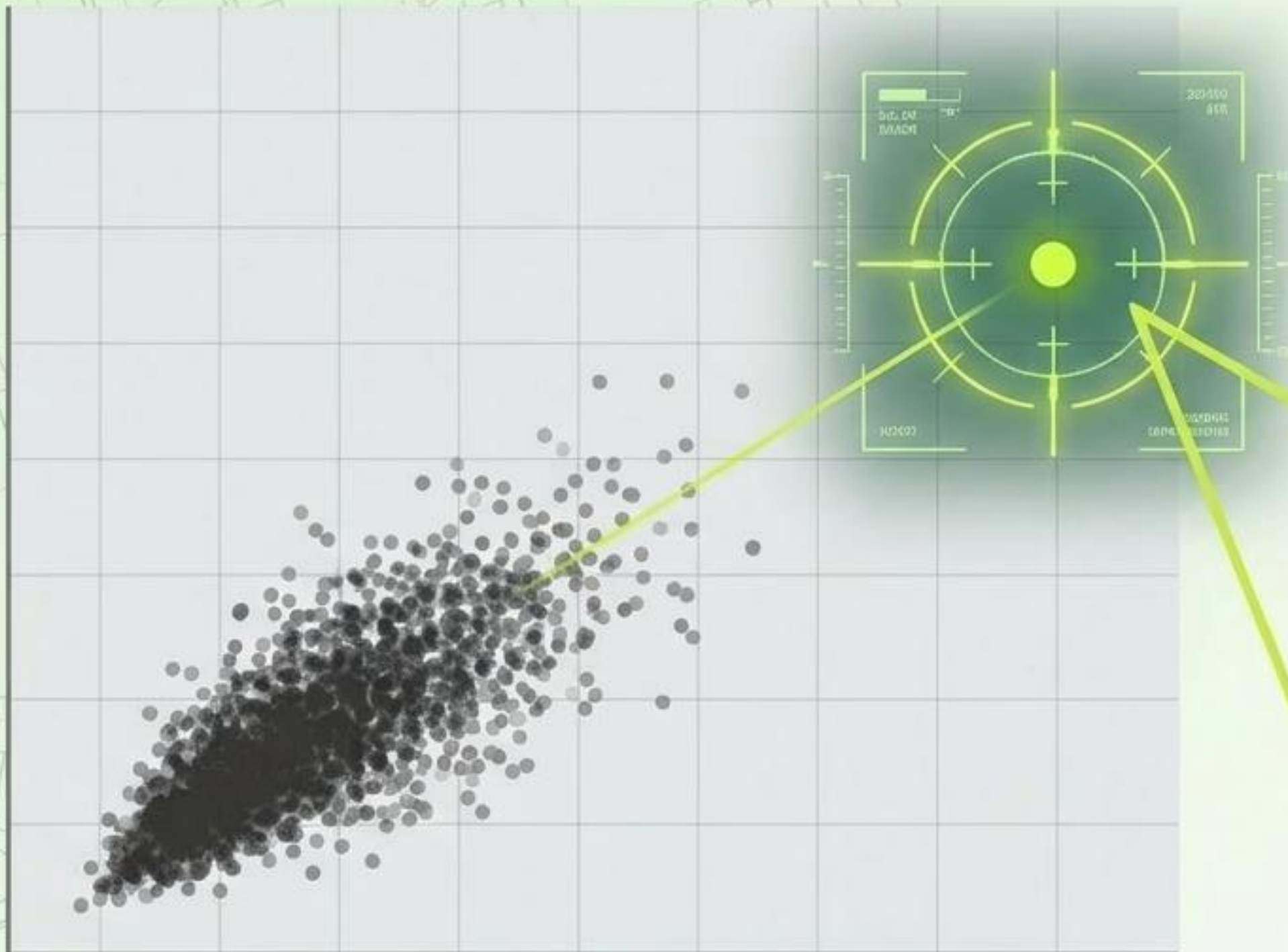
General Ledger – GL Outlier Detection

- **What It Is:** An AI feature that flags journal entries that do not match historical patterns and standardization.
- **Best Use Case:** Focused review, not auto-correction. Assists with internal controls and audit readiness.
- **Value Consideration:** The larger the data set and the more standardized your transactions, the better the intelligence will get.
 - If transactions are inconsistent, everything may be flagged.

Impact:

- Improved controls that draw focus to outliers and exceptions.
- Narrowed focus for approval team to focus on transactions that require human judgment and input.

GL Outlier Detection: The Real-Time Machine Learning Auditor



The Baseline

The system analyzes historical transaction patterns across your specific dataset to establish what normal looks like.

The Flag

During the approval cycle, transactions that deviate from historical norms are flagged with a visual alert (!).



The Evolution

As the dataset grows and approvers respond to notifications, the machine learning model evolves, refining its definition of an anomaly.

AI does not auto-reject or auto-correct. It simply highlights the anomaly for human investigation, ensuring airtight internal controls and audit readiness.

Cash Management – Bank Transaction Matching

- **What It Does:** Uses AI-assisted matching and rule-based automation (Match, Create, Funder Assignment) with bank feeds/imports.
- **Value:** Reduces noise while maintaining accuracy. Less time clearing consistent transactions, more time reviewing discrepancies. Provides better real-time bank balance information.
- **Adoption Caution:** If new to Intacct and bank feeds, complete your first bank reconciliation *before* turning on match/create rules to ensure a clean starting point.
 - **Layering automation on a mess only results in a bigger mess created faster.**

Impact:

- Improved visibility with real time bank matching and balance information.
- Efficient bank reconciliations that focus on abnormal or non-matched transactions.
- Faster time to close each month.

Rules

All ▾ Manage views ▾ Include inactive Include private [Advanced filters](#) [Clear all filters](#)

ID ▾	Type	Name	Description	Assoc
Edit View 001	Match rule	Bank - Amount, Doc Num, and Date match	Simple Rule that matches date, doc number, and amount.	1
Edit View 002	Match rule	Many 2 One	This rule will match many Intacct payments to a payment lump summed in the bank.	1
Edit View 003	Match rule	One 2 Many	This rule will match many bank payments to a bill lump summed in Sage Intacct	1
Edit View 004	Match rule	Credit Card - Amount, Description, and Date match	Simple Rule that matches date, description, and amount.	1
Edit View 005	Create rule	Bank Fee	This rule will create a journal entry in Sage Intacct for every debit bank transaction that contains "Bank Fee" in description	1
Edit View 006	Create rule	Interest Payment	This rule will create a journal entry in Sage Intacct for every credit bank transaction that contains "Interest" in description	1
Edit View 007	Match rule	Bank - Amount, and Date match	Simple Rule that matches date, and amount.	1
Edit View 008	Create rule	ADP	This rule will create a journal entry in Sage Intacct for every debit bank transaction that contains ADP in description	1
Edit View AP Payments M2O	Match rule	AP Payments Many to One Bank	This rule will allow you to match many intacct payments to a payment that was lump summed in the bank.	0
Edit View CC001	Create rule	Credit Card Fee	Auto-Create CC Fee Transactions	1
Edit View Customer Payments	Match rule	Customer Payments Matching		0

Rule

Updating a rule impacts how it runs within a rule set for account reconciliation. Currently, this rule is used in 1 rule sets

Details

Rule ex

Type	ID	Name *
Match rule	001	<input type="text" value="Bank - Amount, Doc Num, and Date match"/>
Description	Status	
<input type="text" value="Simple Rule that matches date, doc number, and a"/>	<input type="text" value="Active"/>	

> Filter transaction by

> Group transactions by

> Matching conditions

	Bank transaction field	Operator	Value	Match with this field in an Intacct transaction
☰ 1	Amount	Equals		Amount
☰ 2	Document number	Equals		Document number
☰ 3	Posting date	Equals		Posting date

Bank transactions

Done Export

All Manage views Advanced filters Clear all filters

Assign to donor Receive payments Ignore Stop ignoring

1 2 (1 - 999 of 1020)

Select	Account type	Bank account ID	Bank name	Posting date	Document type	Match sequence	Document number	Currency	Amount	Payee	Description	Transaction type	Reconciliation status	Amount to match
<input type="checkbox"/>	View Bank	B01	Security State Bank - Checking Main	03/24/2025	DEBIT			USD	\$50.00	Bank Fee	Bank Fee	Withdrawal	Draft matched	\$0.00
	View Bank	B01	Security State Bank - Checking Main	03/24/2025	CREDIT			USD	\$2.20	Interest	Interest	Deposit	Draft matched	\$0.00
<input type="checkbox"/>	View Bank	B01	Security State Bank - Checking Main	03/24/2025	CREDIT			USD	\$50.00	Bank Fee	Bank Fee	Deposit	Unmatched	\$50.00
<input type="checkbox"/>	View Bank	B01	Security State Bank - Checking Main	03/24/2025	CREDIT			USD	\$500.00	Bank Fee	Bank Fee	Deposit	Unmatched	\$500.00
<input type="checkbox"/>	View Bank	B01	Security State Bank - Checking Main	03/24/2025	CREDIT			USD	\$5,000.00	ADP	ADP	Deposit	Unmatched	\$5,000.00
<input type="checkbox"/>	View Bank	B01	Security State Bank - Checking Main	03/24/2025	CREDIT			USD	\$50.00	Bank Fee	Bank Fee	Deposit	Unmatched	\$50.00
	View Bank	B01	Security State Bank - Checking Main	03/24/2025	CREDIT			USD	\$10.00	Interest	Interest	Deposit	Draft matched	\$0.00
	View Bank	B01	Security State Bank - Checking Main	03/24/2025	CREDIT			USD	\$2.20	Interest	Interest	Deposit	Draft matched	\$0.00
	View Bank	B01	Security State Bank - Checking Main	03/24/2025	DEBIT			USD	\$50.00	ADP	ADP	Withdrawal	Matched	\$0.00
<input type="checkbox"/>	View Bank	B01	Security State Bank - Checking Main	03/24/2025	DEBIT			USD	\$10.00	Interest	Interest	Withdrawal	Unmatched	\$10.00
	View Bank	B01	Security State Bank - Checking Main	03/23/2025	CREDIT			USD	\$2.20	Interest	Interest	Deposit	Draft matched	\$0.00
	View Bank	B01	Security State Bank - Checking Main	03/23/2025	CREDIT			USD	\$10.00	Interest	Interest	Deposit	Draft matched	\$0.00
<input type="checkbox"/>	View Bank	B01	Security State Bank - Checking Main	03/23/2025	CREDIT			USD	\$500.00	Bank Fee	Bank Fee	Deposit	Unmatched	\$500.00
<input type="checkbox"/>	View Bank	B01	Security State Bank - Checking Main	03/23/2025	CREDIT			USD	\$5,000.00	ADP	ADP	Deposit	Unmatched	\$5,000.00
<input type="checkbox"/>	View Bank	B01	Security State Bank - Checking Main	03/23/2025	CREDIT			USD	\$50.00	Bank Fee	Bank Fee	Deposit	Unmatched	\$50.00
<input type="checkbox"/>	View Credit card	AMEX	AMEX	02/13/2025	DEBIT				\$3,903.00			Charge	Unmatched	\$3,903.00
<input type="checkbox"/>	View Credit card	AMEX	AMEX	02/13/2025	CREDIT				\$36.99			Payment	Unmatched	\$36.99
<input type="checkbox"/>	View Credit card	AMEX	AMEX	02/13/2025	DEBIT				\$9,971.55		D852	Charge	Unmatched	\$9,971.55
<input type="checkbox"/>	View Credit card	AMEX	AMEX	02/13/2025	CREDIT				\$10,561.49	C115	C115 C115	Payment	Unmatched	\$10,561.49
<input type="checkbox"/>	View Credit card	AMEX	AMEX	02/13/2025	DEBIT				\$56.72		887	Charge	Unmatched	\$56.72

Accounts Payable – AP Automation

- **Function:** Leverages AI for invoice capture and data extraction (e.g., suggesting dimensions like Location, Department, Grant, Class).
- **Shift:** Moves the user from data entry to data review and validation.
- **Key Requirement: Clean Data Matters Most**
 - Clean and consistent GL Coding.
 - Clean vendor data (no duplicate vendors; Vendor Approvals recommended).

★ Accounts Payable

Automated transactions

Drafts Manage views Include private Advanced filters Clear all filters

Transaction type	Doc no.	Vendor name	Vendor doc no.	Date	Txn currency	Amount	State	Matched transaction	Source
Edit View AP Bill		Costco	135234026	04/23/2025	USD	117.49	Draft		Upload
Edit View AP Bill		AMR Research, Inc.		04/23/2025	USD	547.77	Draft		Upload
Edit View AP Bill		Costco	135234026	04/23/2025	USD	99.54	Draft		Upload
Edit View AP Bill		Ameritas Life Insurance Corp # 795		07/18/2025	USD	2,800.00	Draft		Upload
View SYS-PO Auto default	Draft-000009-Auto	Ameritas Life Insurance Corp # 795		07/18/2025	USD	0.00	Draft		Email
View SYS-PO Auto default	Draft-000007-Auto	Ameritas Life Insurance Corp # 795		07/18/2025	USD	0.00	Draft		Email

generally available

Bill 135234026

A transaction with the number '135234026' already exists for the vendor 'V114'.

The submitted bill duplicates an existing bill. [View the original bill.](#)

Transaction History Transaction

Costco (V114)
Vendor balance: 10,236.06 USD

Bill date 04/23/2025	Due date 05/23/2025	Bill total 117.49 USD	Amount paid 0.00 USD	Amount due 117.49 USD	DRAFT
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Date * 04/23/2025 GL posting date 04/23/2025

Vendor * V114--Costco Pay to Costco Return to Costco

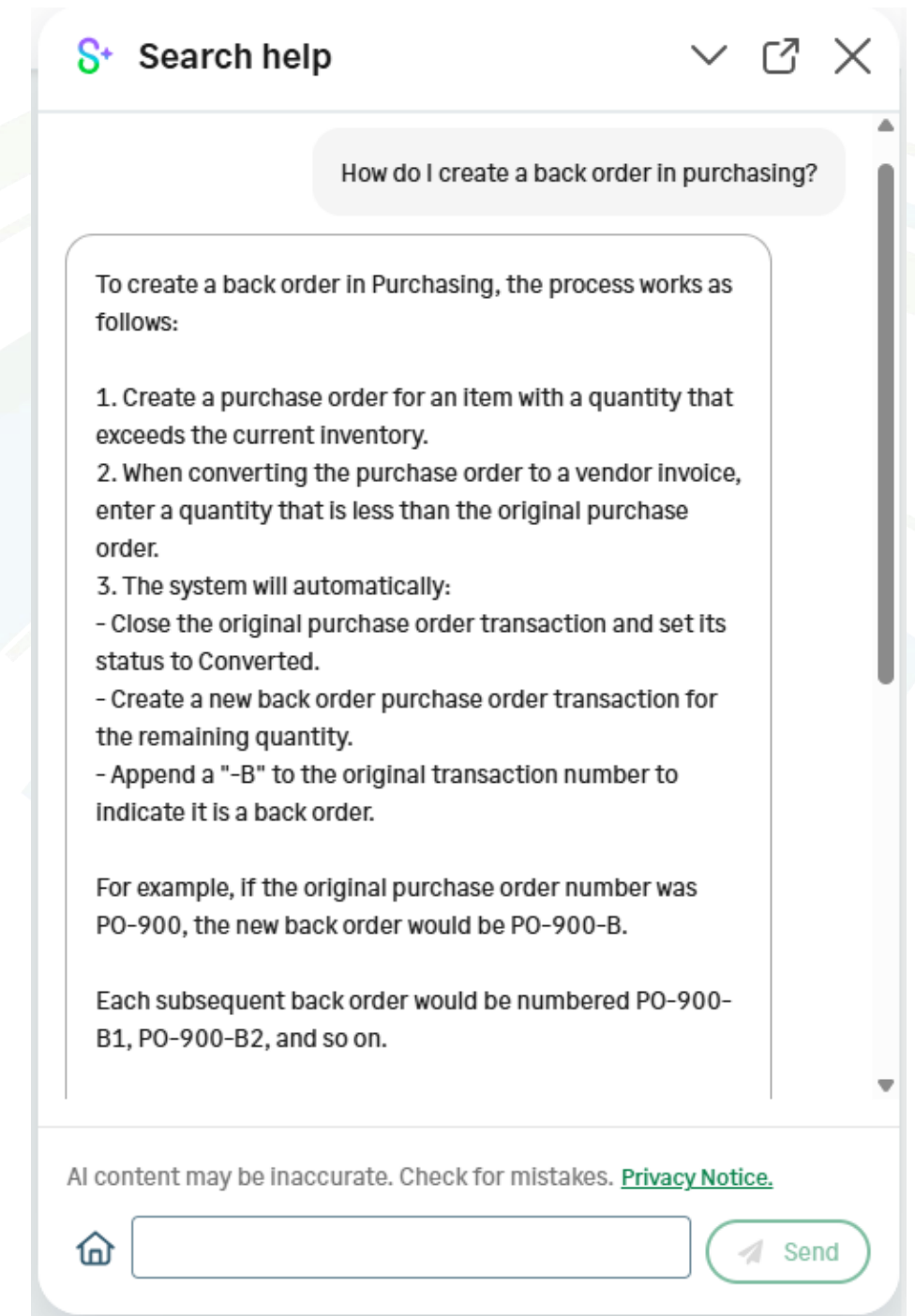
Bill number * 135234026 MA Reference number MA Description

AP Automation Impact

- **High accuracy and automated extraction:** AI achieves over 95% vendor matching accuracy (vendor, dates, amounts, line items, match uploaded bills to source POs).
- **Proactive Exception Management** – System Automatically flags discrepancies in price or quantity between vendor invoice and PO using match tolerance thresholds.
- **Enhanced visibility and cash flow control** – View real-time AP liability and vendor aging reports with drill down access.
- **Improved capacity and morale** – Automating reactive, high-volume tasks relieves staff from re-keying data to focus on higher-value, mission driven work.
- **Time and Cost savings** - Can cut payable processing time in half. Your team focuses on accurate coding and allocation up front rather than data entry.

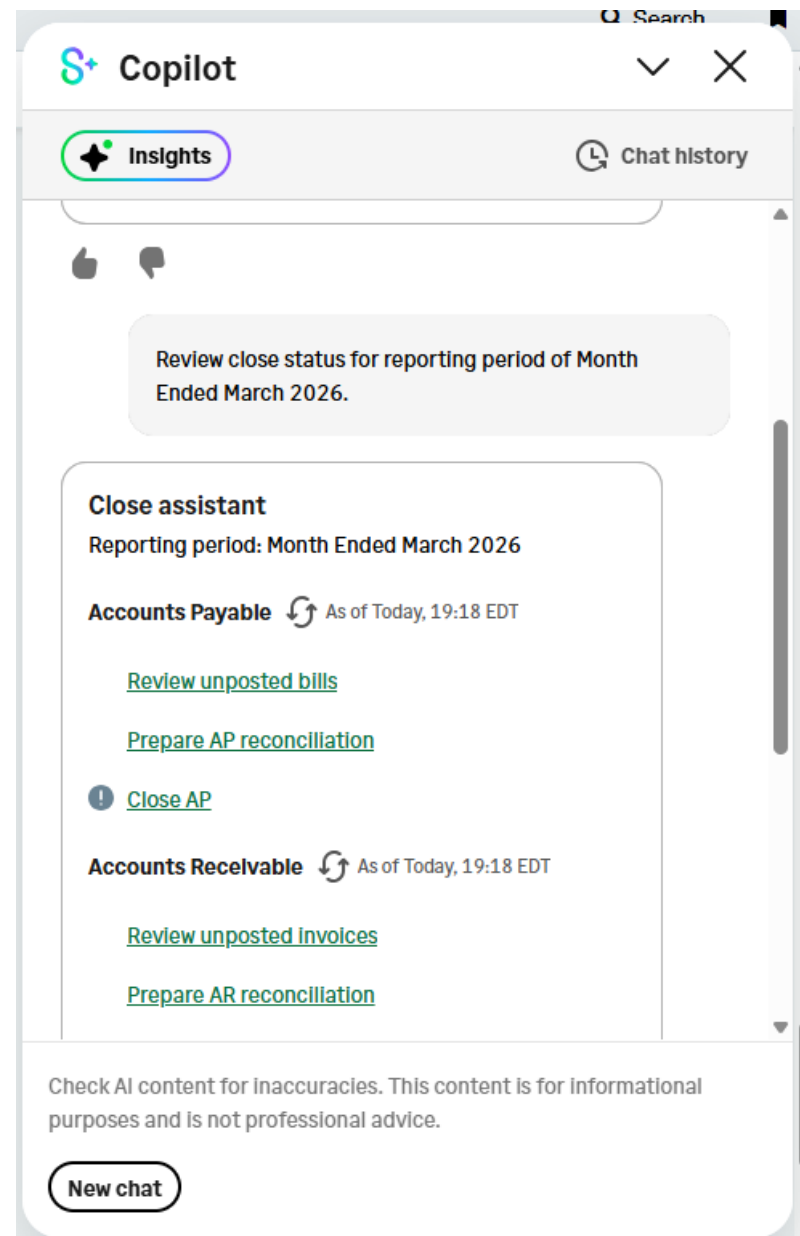
CoPilot Features: CoPilot Help & Support

- **Function:** Offers quick answers, guided learning, and troubleshooting based on Sage Intacct Help & Support Articles.
- **Impact:** Users can be proactive about searching for quick answers regarding Intacct fields or functions.
- **Caution:** Responses are based on Sage's standardized best practices.
 - Use Sage terminology, and be aware of how customizations may impact guidance.
- **Always fact-check AI content.**



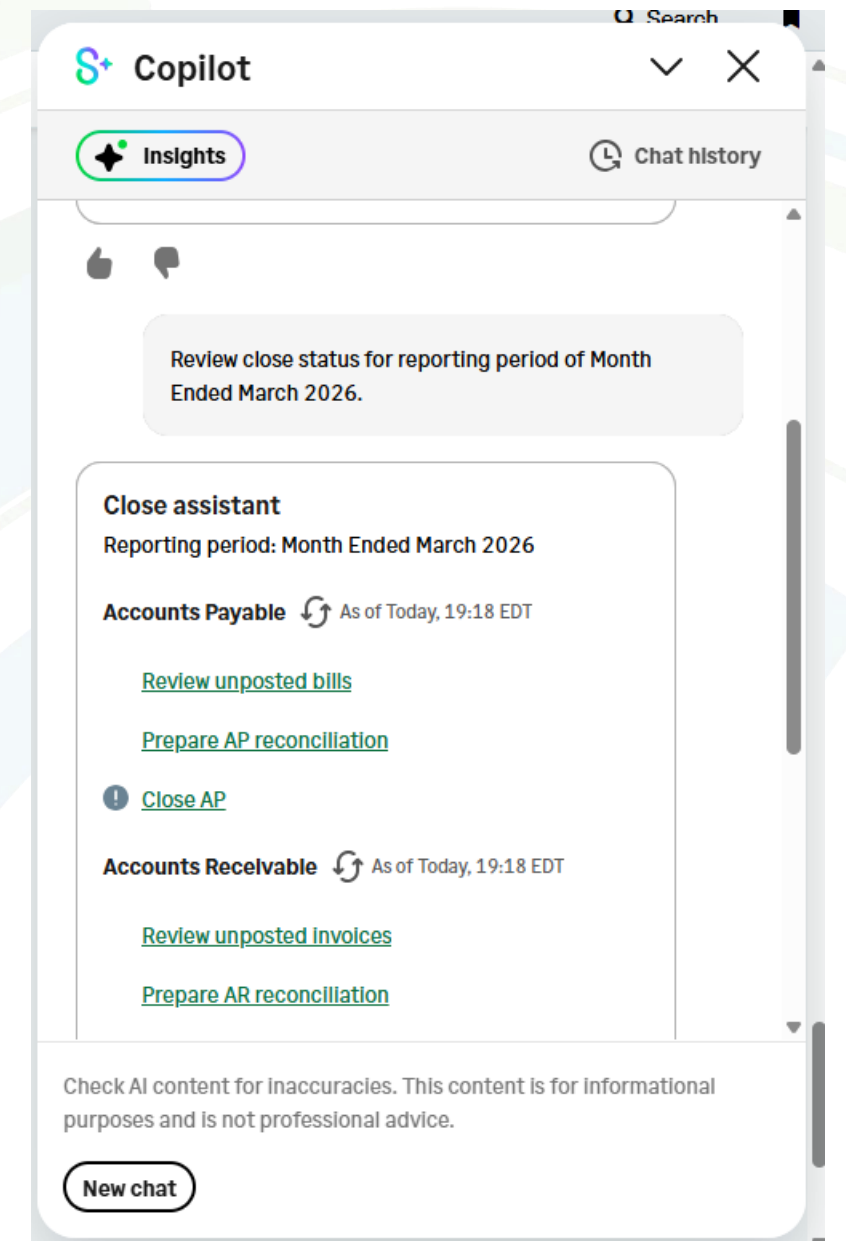
CoPilot Features: Close Assistant

- **Function:** Provides task tracking, reminders, and close visibility to provide your team with the information they need for a successful and stress-free close at their fingertips.
- **Shift:** Removes some of the clunky administrative sides of month end close from the shoulders of the accounting team so they can focus on the deep work that matters.
- It supports your processes and controls – **it does not replace them.**
- To fully utilize the feature you must have a close process (Close Workspace) and budget information (Variance Analysis)



Close Assistant Impact

- **Faster, more reliable close:** Centralized tasks tracking and automation of reminders to prevent delays and encourage consistency in each close.
- **Automated subledger reconciliations:** System runs automated checks to confirm that subledgers (AR, AP) match the general ledger at start of close so team can assist with any last-minute cleanup.
- **Standardization and audit readiness:** Replace static spreadsheets with dynamic, interactive checklists and templates. Gain greater visibility into your close process for quicker corrections and decision making.



CoPilot Features: Close Workspace

- Centralized hub within Sage Intacct designed to bring structure, clarity, and automation to the month-end close process
- Replaces manual spreadsheets with dynamic tools
- Interactive checklists and Templates
- Close Progress Monitor
- Automated Subledger Reconciliations
- Automated Notifications

Close Workspace

Checklist for Close Workspace : CWCL-1--Month End Close

Checklist information

Checklist ID	CWCL-1	Checklist name	Month End Close	Description	March 2026 Close	Checklist owner	kgrace
Checklist schedule	At risk	Checklist state	In progress	Status	Active		

Close Assistant indicators: All Refresh

Close tasks

	Entity restriction	Category name	Close Assistant indicator	Task name	Description	Navigation link	Task owner	Start date	Due date	Dependency	On schedule	Task state	Action
1	No	Cash Management	!	Review bank reconciliations	Review incomplete bank reconciliations	Review bank reconciliations	psmith	04/03/2026	04/07/2026	No	Overdue	In progress	Mark completed
2	No	Cash Management	!	Close CM	Close Cash Management subledger	Close CM	kgrace	03/31/2026	03/31/2026	Yes	Overdue	In progress	Mark completed
3	No	Accounts Receivable		Review unposted invoices	Review unposted transactions in Accounts Receivable	Review unposted invoices	ppan	04/01/2026	04/02/2026	No	Completed	Completed	Mark in-progress
4	No	Accounts Receivable		Prepare AR reconciliation	Prepare AR subledger reconciliation		ppan	03/31/2026	03/31/2026	Yes	Overdue	In progress	Mark completed
5	No	Accounts Receivable	!	Close AR	Close Accounts Receivable subledger	Close AR	kgrace	03/31/2026	03/31/2026	Yes	Overdue	Not started	Mark in-progress
6	No	Accounts Payable		Review unposted bills	Review unposted transactions in Accounts Payable	Review unposted bills	psmith	04/01/2026	04/01/2026	No	Completed	Completed	Mark in-progress
7	No	Accounts Payable		Prepare AP reconciliation	Prepare AP Subledger reconciliation		psmith	03/31/2026	03/31/2026	Yes	Completed	Completed	Mark in-progress
8	No	Accounts Payable	!	Close AP	Close Accounts Payable subledger	Close AP	kgrace	03/31/2026	03/31/2026	Yes	Overdue	Not started	Mark in-progress
9	No	Reporting		Review unposted journal entries	Review unposted journal entry transactions	Review unposted journal entries	kgrace	04/02/2026	04/03/2026	No	Overdue	Not started	Mark in-progress
10	No	Reporting		Run variance analysis	Review Variance Analysis insights	Run variance analysis	thayes	03/31/2026	03/31/2026	Yes	Overdue	Not started	Mark in-progress
11	No	Reporting	!	Close GL	Close General Ledger	Close GL	thayes	03/31/2026	03/31/2026	Yes	Overdue	Not started	Mark in-progress

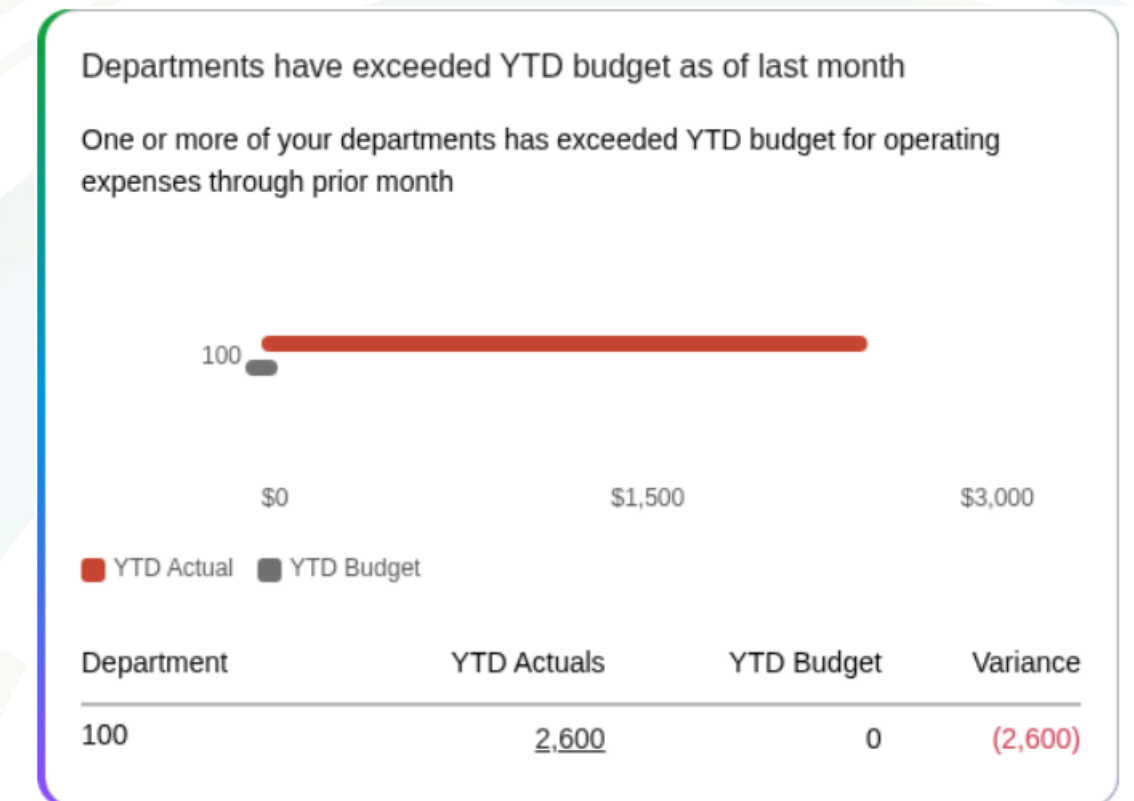
Close Workspace Impact

- **Real-Time Visibility and Bottleneck resolution:** View close task statuses across teams and entities/funds at-a-glance to track progress and identify bottlenecks that cause delays.
- **A Faster, More Reliable Close:** Centralizing task tracking and automating the tedious aspects of close reduces manual work and prevent delays.
- **Increased Team Capacity:** By shifting the team's focus from tracking down missing information to reviewing proactive insights, you allow the team more time to analyze data and drive strategic thinking and decisions.

Description	Navigation link	Task owner	Start date	Due date	Dependency	On schedule	Task state
Review incomplete bank reconciliations	Review bank reconciliations	psmith	04/03/2026	04/07/2026	No	O Overdue	In progress
Close Cash Management subledger	Close CM	kgrace	03/31/2026	03/31/2026	Yes	O Overdue	In progress
Review unposted transactions in Accounts Receivable	Review unposted invoices	ppan	04/01/2026	04/02/2026	No	C Completed	Completed
Prepare AR subledger reconciliation		ppan	03/31/2026	03/31/2026	Yes	O Overdue	In progress
Close Accounts Receivable subledger	Close AR	kgrace	03/31/2026	03/31/2026	Yes	O Overdue	Not started
Review unposted transactions in Accounts Payable	Review unposted bills	psmith	04/01/2026	04/01/2026	No	C Completed	Completed
Prepare AP Subledger reconciliation		psmith	03/31/2026	03/31/2026	Yes	C Completed	Completed
Close Accounts Payable subledger	Close AP	kgrace	03/31/2026	03/31/2026	Yes	O Overdue	Not started
Review unposted journal entry transactions	Review unposted journal entries	kgrace	04/02/2026	04/03/2026	No	O Overdue	Not started
Review Variance Analysis insights	Run variance analysis	thayes	03/31/2026	03/31/2026	Yes	O Overdue	Not started
Close General Ledger	Close GL	thayes	03/31/2026	03/31/2026	Yes	O Overdue	Not started

CoPilot Features: Variance Analysis

- Designed to help identify budget-versus-actuals discrepancies, or prior period differences, as they happen
- Proactive resolution – flags variances early during the period so your team can investigate, document, and resolve right away
- Drill down insights – You can drill directly into report insights to see detailed breakdowns and visualizations of exactly how your budget is performing.
- The system sends timely notifications to keep budget owners in the loop about specific variances.





Variance Analysis Impact

- **Better visibility:** The system checks for variances nightly and notifies users when they vary from their budget – without a team member pulling and analyzing the report.
- **Spot Variances earlier:** Rather than waiting until end of the month to uncover errors, Variance Analysis flags budget-versus-actual discrepancies as they happen – so your team can address them faster.
- **Faster decision making:** Because of your increased visibility and the system monitoring your actual-vs-budget behind the scenes, you can make faster, more confident financial decisions for your organization without waiting for month-end close to act.

WHAT AI WILL NOT FIX AND WHY IT MATTERS

The Foundational Pillars of AI Success

AI is not a solution for operational challenges. Successful use depends on three non-negotiables:

- Clean Master Data.
- Consistent Processes.
- Engaged Users.

The Problem: Poor workflows, unclear approvals, and bad data prevent AI from identifying the necessary patterns to achieve its tasks.

Keys to Successful AI Tool Deployment

Data quality and infrastructure are addressed ahead of time

Process maturity and standardization

Balance “Collaborative Intelligence” with human judgment and expertise

Change Management and Employee Buy-in

Governance and Ethical Accountability

Data Quality and Legacy Infrastructure

- AI models rely on the data they are fed to recognize patterns and make predictions.
- Clean Master Data – organizations must resolve data inconsistency, fragmentation, and inaccessible formats to optimally utilize AI.
- Infrastructure requirements – Moving to internal AI-enabled systems requires scalable infrastructure, massive computational power, and sufficient data storage. Utilizing a solution with embedded AI features like Sage Intacct allows organizations to leverage the technology without taking on all of the technology burden.

AI Requires an Architect: Clean Data is the Prerequisite.

Messy vendor data

Duplicate vendor profiles

Inconsistent GL coding

Undocumented workflows

The Messy Reality

The AI Engine Struggles

Machine learning requires consistent patterns to function. It cannot infer logic that humans cannot explain.

False matches

AI hallucinations

Increased manual correction time

The Output

Layering automation on top of broken processes only creates a bigger mess, faster.

Process Maturity and Standardization

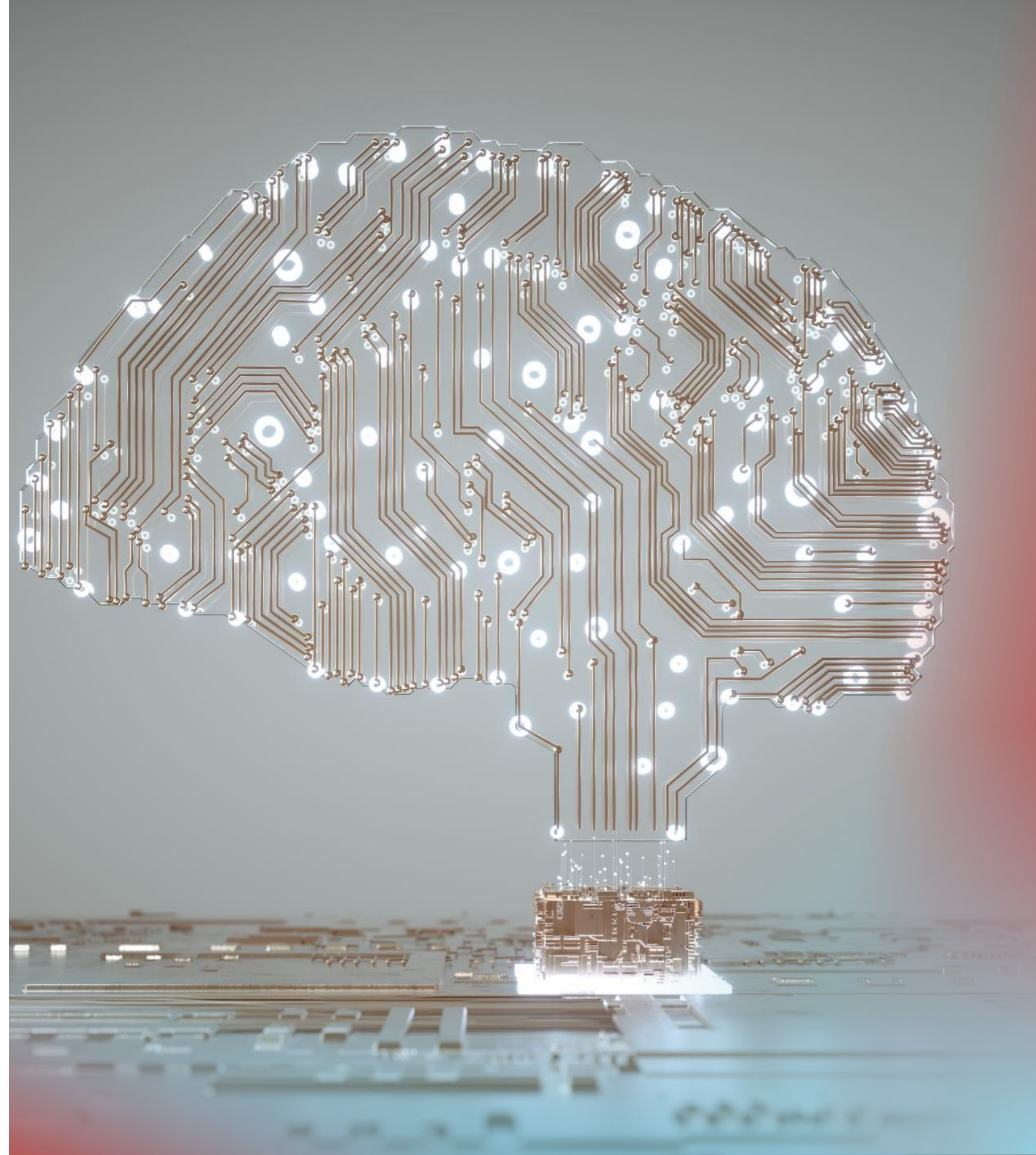
- AI cannot fix a lack of organizational discipline.
- Clear workflows are required for optimal automation.
 - The clearer and more defined the process is, the less likely the AI is to make a mistake.
- Process first, AI second – Don't try to build your processes around AI.
 - First, establish sustainable, consistent processes.
 - Next, identify the remaining problems or friction points you need to solve, and then you can identify where AI can be applied to optimize them.
 - Existing policies and procedures must be aligned to enable adoption of new workflows.

Align AI with Process Maturity

Principle: Build a sustainable process first, then identify where AI can leverage and improve it. Do not try to build your processes around the AI.

Process Maturity Path:

- Manual
- Automated
- AI-Assisted
- Optimized



The Process Evolution Curve: Aligning AI with Maturity

Stage 1: Manual (The Baseline)

- **Characteristics:** Spreadsheets, manual re-keying, physical routing.
- **Friction:** High error rate, slow close.



Stage 2: Automated (Rule-Based)

- **Tools:** Native Import Templates, Recurring JEs, Bank Create Rules.
- **Focus:** Eliminating repetitive, static keystrokes.



Stage 3: AI-Assisted (Pattern Recognition)

- **Tools:** AP Invoice Capture, ML Bank Matching, GL Outlier Detection.
- **Focus:** Exception management and real-time anomaly flagging.



Stage 4: Optimized (Continuous Ecosystem)

- **Tools:** Copilot Close Assistant, Real-Time Variance Analysis.
- **Focus:** Predictive insights, orchestrated workflows, and continuous accounting.



Preserving “Collaborative Intelligence” and Human Oversight

- Organizations face significant operational and financial risks if they blindly trust AI algorithms without integrating human expertise – a concept known as collaborative intelligence.
- Avoid blind trust: Many organizations and professionals have made the mistake of blindly trusting AI in their course of business.. (i.e. – Attorneys submitting court filings citing nonexistent court cases)
- Human-in-the-Loop – Human judgment, while not perfect, is still an essential part of making sound business decisions.
- The collapse of Zillow’s iBuying business is a great example – they relied entirely on AI price predictions and prevented their human pricing experts from adjusting or questioning bids, which led to a massive financial loss.

Change Management and Employee Buy-In

- Transitioning to AI-enabled workflows requires significant change management.
- Overcoming fear of replacement.
 - If employees believe an AI tool is being introduced simply to decrease headcount, they will not adopt it.
 - It must be positioned as a tool to elevate human work, rather than a threat to job security.
- Training and culture.
 - Organizations must develop strategies to encourage rapid adoption - this means providing extensive user training, establishing internal champions, and clearly communicating benefits.

ADOPTION TIPS AND PRACTICAL NEXT STEPS

Tips for Optimizing Your Data for Sage Intacct AI

- Focus on clean master data and providing the system with consistent, structured feedback.
- Leverage existing fields for defaults for the system to pull from to increase accuracy (i.e. – Default Expense Account for Vendor)
- Correct incorrect predictions, don't delete.
 - If the AI makes an incorrect prediction on a bill, do not delete the transaction and start over. Instead, explicitly correct the incorrect data fields and post the transaction so the AI can learn from your adjustment.
- Provide Structured, Consistent Feedback: When making multi-line corrections, always update the existing lines rather than deleting them and adding new ones; this helps the AI learn in the correct order
- The machine learning model looks for consistent changes rather than one-off edits. This means you may need to make a specific correction a few times before the AI establishes a pattern and applies it to new transactions autonomously

Tips for Optimizing Your Data for Sage Intacct AI

- Use Clear Memo Descriptions: When correcting memo fields, write text that closely matches the item description provided in the source document
 - This gives the AI better context and improves its future memo predictions.
- Pace Your Transactions: Sage Intacct's AI retrains and updates its model with your new corrections every 24 hours
 - Because of this, entering transactions across different days—rather than doing them all at once—provides the AI with more diverse training data and allows it time to apply your recent corrections to new uploads.

Change Management – Champion the “Why”

- Target areas for the biggest return to build momentum. Start where you are already standardized.
- Leadership Role: Be ready to champion the tool internally and lead by example.
- The Critical “Why”: Explain the purpose clearly and concisely.
 - Caution: The “why” should not be solely to “decrease headcount”.
 - Result: Users will lack trust and buy-in if they feel threatened, leading to implementation failure.

Measuring Success (Beyond “It’s Turned On”)

Focus on results that are Measurable and Impactful.

- Cost savings:
 - Reduction in software fees or allowing more growth before new staff is needed.
- Improved Accuracy
 - Reduced manual entry means less opportunity for incorrect data.
- More Confident Decision Making
 - Accurate, real-time data at your fingertips allows you to make data-driven decisions faster and with more confidence than before.
- Staff Capacity, Engagement, and Satisfaction:
 - Better clarity and less time spent on tedious manual processes.
 - Continued development and learning new, relevant industry skills.

IN CONCLUSION

Final Takeaways

- AI is a tool – it is not a magic pill.
- People and processes will become even more important with adoption of AI.
- Before rolling out AI use in your organization, prioritize cleaning up data and processes and putting the right people in place.
- Stop trying to fix every issue with “the AI”. Identify the problem you are trying to solve first, then find the AI powered solution that solves that problem.
- Existing, reputable software solutions that have invested and vetted AI features, like Sage Intacct, are a great way to start your organization’s AI journey.
- Look beyond reduced headcount or dollars saved to identify the ROI for AI investments – improved accuracy and staff satisfaction are huge wins in themselves.

Closing Thoughts

- Organizations see the most value from Sage Intacct's AI features when they treat them as decision-support tools, not shortcuts.
- The key is to strike a balance between gaining efficiencies and opening your team up for higher-level work while also ensuring their continued development and professional growth.

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