

Automated Accounts Payable Processing Delivers a Healthy Dose of Cost Savings

Business Challenge

Processing 150,000+ invoices manually at 13 separate locations is no easy task. In addition to being labor intensive and error-prone, St. Francis Health Service's accounts payable (A/P) processes encountered widespread delays that caused them to lose out on significant vendor discounts. With 23.9 FTE's manually reviewing check requests, passing paper invoices through various departments for authorization, and maintaining hard copies for seven years, it's no wonder they were looking to alleviate their pain.

Solution

In order to streamline invoice approvals and processing, a centralized A/P system integrated with existing systems was evidently the best choice. A/P procedures were standardized and a reduced staff of 15 FTE's now manage the same workload previously handled by 23.9 FTE's. With a state of the art system, invoices are scanned, automatically entered into the system, routed, and signed off electronically by appropriate personnel. Scanned invoices are electronically maintained in the central office and are available to off-site personnel. In addition, an automated electronic invoice retention system with a pre-programmed purge process after a seven year retention, contributes to the department's efficiencies.

Products & Technologies

Hyland OnBase ECM Platform, with Workflow
Kofax Capture Software
Fujitsu Color Scanners, with VRS

Benefits

Sisters of Saint Francis Health Services estimates they will achieve \$1.4 million net present value over ten years. A 37% reduction of A/P staffing has already substantiated this process change, along with a 75% reduction in lost discounts. Other benefits that aren't as measurable but still contribute include: Sarbanes-Oxley compliance, more effective auditing capabilities, standardized processes/procedures across the organization, and streamlined electronic approval and routing processes leading to less manual intervention. This system minimizes overall A/P efforts allowing the organization to focus on its primary objective of providing high quality, cost-effective health care. As a bonus, this system can be seamlessly migrated to new facilities and departments as the organization continues to grow.

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Sisters of Saint Francis Health Services Case Study

"Other departments are now adding OnBase to their wishlists."

Terry Massey
Project Manager

Company

Sisters of Saint Francis Health
Services, Inc.
Beech Grove, IN
www.ssfhs.org



Industry
Health Care

Company Profile

Sisters of Saint Francis Health Services is a network of 13 healthcare facilities providing a broad range of high quality, cost-effective care.