Customer Success in Healthcare

About OnPointe

Healthcare provider OnPointe automated its accounts payable (AP) workflow from purchase to payment with pure cloud-based AP automation powered by Yooz. Transforming manual processes into automated data workflows in the cloud, OnPointe has been able to reduce costs, cut delays and generate significant ROI, as well as quickly onboard additional facilities as the company keeps growing.

- Activity: Hospital & Health Care
- Located: Albuquerque, New Mexico
- Employees: 51-200
- Number of invoices: 4,000/month
- ERP: Intacct

Business Challenge

OnPointe Health is a family of companies that provide patientcentered post-hospital services in New Mexico, Texas and Colorado. These services are available through a variety of settings, including hospital-based skilled nursing units, transitional care skilled nursing facilities, custodial care nursing facilities, assisted living facilities and patients' own homes.

As a fast-growing healthcare provider, OnPointe provides personcentered healthcare aligned with integrated, value-based, care systems. The company has been in acquisition mode and currently operates 31 locations, processing more than 4,000 vendor invoices a month.

OnPointe faced two main challenges when it came to AP processing. The first was the high cost of manual processing, which included:

- Manual invoice: $10 to $22 per
- Document storage: $3.43 per document
- Handling supplier calls: 41% of AP time
- A high instance of late payments: 31% (8% with penalty)
- Mistaken payments: 3.5% (cash loss 1%)
- Considerable postage and shipping costs

The second challenge consisted of merging different AP processes following an acquisition. For example, one acquired company might have a centralized process with no visibility for decision makers, while another had a decentralized process, leading to lost invoices, long processing time and requiring manual batching.

Michael K. Hoskins, executive vice president and CFO of OnPointe, says: *"OnPointe prides itself on its extensive experience in both development and operations in senior care, always designing perfectly customized solutions. From facility designs and person-centered service delivery packages to innovative partnerships with local healthcare communities, OnPointe carefully chooses each element. That's why we brought AP Intelligence powered by Yooz into the mix as we continue to grow."*
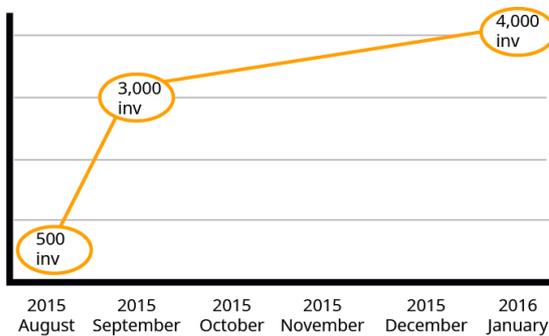
... Business Challenge

OnPointe realized that it not only had to reduce its AP costs, but also needed an automated AP solution to better accommodate its growth plans. The ideal solution had to be automated and scalable, while providing full integration with its current ERP system. It needed to be able to capture documents at the source location, allow users to approve invoices locally, which could then be processed centrally, and had to be tightly integrated with a payment solution.

The company chose Yooz because it lets an enterprise quickly and painlessly automate the time-consuming manual entry of invoices and other documents. As a pure cloud-based service with no upfront investment in new hardware or software, Yooz is the most cost-effective and efficient way to ingest all relevant documents, including purchase orders and paper invoices.

Implementation

Invoice volume

4,000 inv

3,000 inv

500 inv

| 2015 August | 2015 September | 2015 October | 2015 November | 2015 December | 2016 January |

OnPointe was able to quickly add new facilities. After just 1 month OnPointe almost reached its cruising invoice volume

The initial implementation of Yooz took approximately five weeks and was done in two phases.

- The first phase consisted of defining the organizational structure (entities) within OnPointe, designing the workflow approval process and the customization of Yooz to integrate with OnPointe's ERP system.

- The second phase involved the actual roll-out to the initial 15 facilities and staff training. "Roll-out and training were significantly simplified by the proactive training support Yooz provides through Webex and videos," explains Hoskins. As a result, OnPointe successfully deployed Yooz to all of its 31 locations across three states.

Benefits

By selecting Yooz, OnPointe has achieved significant cost savings thanks to improved workflows. Because of the system's plug and play capabilities, the company can easily and seamlessly add new users at new facilities. OnPointe now has a uniform and centralized electronic AP process for the entire company. *" We have been able to eliminate the manual invoice tracking log at remote locations, which saves us time and effort to chase down outstanding invoices, "* explains the company's CFO.

By using email capture, the company now has a truly paperless AP process, leading to significant cost savings for postage and courier services. Paperless automation locks in other savings since OnPointe can take full advantage of vendor early payment discount programs and avoid potential late payment penalties. The Yooz mobile interface lets OnPointe employees review and approve invoices from a mobile device anywhere, anytime.

By automating its AP process, the company has achieved real-time visibility into its spending and can identify patterns and outliers, which has brought about "financial intelligence". Thanks to Yooz, adds OnPointe CFO Hoskins, *" we are ready for additional growth at new locations and higher volume without having to increase our staffing ."*

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