

CASE STUDY | MEDICAL

Hospital builds revenue and supplier participation with payment automation.

EAST ALABAMA MEDICAL CENTER

East Alabama Medical Center is a nonprofit institution with annual expenditures of \$115 million. It has been continuously accredited by the Joint Commission since 1959 and ranks among the nation's top 10 percent of healthcare organizations for patient satisfaction.

The Challenge

EAMC had been using a virtual credit card payment system for two years when Paymerang offered to examine the hospital's AP process to determine whether it could improve results. Although EAMC's current program showed better than average success in building supplier participation, its lack of alternative payment options ultimately limited the number of suppliers willing to enroll.

“Paymerang has special skills and technology to secure and retain even our largest suppliers. Bottom line, the people at Paymerang understand and care about our needs and performance, and work hard to earn our business every week - everything you would want in a partner.”

- Megan Thompson -
Director of Accounting, East Alabama Medical Center

The Solution

Paymerang provided EAMC a strategic plan and automation platform that would maximize efficiency and reduce expenses while appealing to more suppliers. EAMC was able to quickly implement Paymerang and the Paymerang team worked with EAMC to successfully manage supplier contact and onboarding on the hospital's behalf — all without placing any demands on EAMC administrative time or resources.

The Results

\$10 million increase in total supply spend processed through e-payment.

Within six weeks of adopting the Paymerang Platform, EAMC experienced significant expansion of its invoice rebate program, including:



The expenditures represented by participating suppliers increased more than 8%, reaching a total of 30% of Supply Spend



The number of participating suppliers increased by 6%



Seven major national suppliers, each representing more than \$1 million in annual expenditures at EAMC, were added or retained by Paymerang's solutions