Creative Solutions Healthcare Revolutionizes Their Finance Office AP Automation for Dynamics GP

CREATIVE SOLUTIONS

Creative Solutions in Healthcare, the second-largest long-term care provider in Texas, boasts an extensive network of 85 nursing and assisted living homes. These facilities are strategically situated in both rural and small metropolitan areas, with prominent locations in El Paso and San Antonio.

The Challenge

In the realm of operational challenges, Creative Solutions’ AP department grappled with an antiquated paper-based system that drained company resources, time, and labor. Every single invoice flowed through their in-house corporate office, a process prone to manual errors and inefficiencies.

The AP team processed over 10,000 invoices each month, managing relationships with over 14,000 vendors. The AP clerks bore the brunt of manual invoice entry, and arduous tasks compounded by a relentless influx of paper documents. This dated system placed a significant burden on healthcare administrators during the invoice approval process. It not only consumed valuable time but also diverted attention away from on-site administrators’ core responsibilities, including resident care.

Approach & Implementation

In their quest for an effective solution to address their pain points, Creative Solutions recognized the imperative need for an AP automation and document management system. With a vast network spanning over 100 locations, the AP department was driven to optimize operations and eliminate the burdensome manual data entry that hindered timely invoice processing and approval routing. A primary objective was the enhance the user experience for their accounting team while drastically reducing the time administrators spent reviewing incoming invoices. This approach would empower administrators to shift their focus to more valuable resident-focused tasks.

After a diligent exploration of various options, Creative Solutions’ AP team concluded that KwikPayables was the ideal choice for automating their invoice processes. The critical feature of seamless integration with multi-entity management (Binary Stream MEM) is perfectly aligned with their organizational structure. KwikPayables emerged as the comprehensive solution that offered the desired tools, integrations, and flexibility required by Creative Solutions.

Recognizing the importance of a smooth transition, Creative Solutions embarked on its AP transformation with a meticulous approach. Given their rapid growth, diverse entities, and evolving business needs, the implementation was guided by effective change management strategies and a thoughtful restructuring process. With refined procedures and a system tailored to their specific needs in place, Creative Solutions successfully went live with KwikPayables for Dynamics GP within a matter of weeks.

The Solution

Since the implementation of KwikPayables, Creative Solutions has witnessed a remarkable transformation in its AP processes. Gone are the days of paper-based reliance, replaced by an automated and highly efficient system. KwikPayables for GP seamlessly receives invoices electronically, swiftly indexes them, and routes them for approval via online or email channels. This solution has not only eliminated manual intervention but has also ushered in a virtually touchless process, benefiting both the AP team and their dedicated administrators.

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