



**FIDESIC**  
BY ENLIVEN SOFTWARE

**ACCOUNTS PAYABLE**

# **HEALTHCARE AP AUTOMATION SUCCESS STORY**

LONGTERM HEALTHCARE FACILITY OPERATOR  
MANAGES 19 LOCATIONS WITH ONE ACCOUNTANT  
AND A TWO-PERSON ACCOUNTS PAYABLE TEAM

## INTRODUCTION:

# Accounts Payable Automation for Multi-Location Healthcare

Automation is often associated with gaining efficiency, but when it comes to Accounts Payable (AP) Automation, there is more to the story. In the case of AP, the right automation software enables small accounting departments to manage multi-location businesses, and it reduces stress for accounting teams in growing businesses. To illustrate, we are going to share a story in which a multi-location healthcare services company automated AP for Microsoft Dynamics ERP software.

## THE FIRST ATLANTIC STORY

First Atlantic Healthcare is a Long-Term Care and Health Services provider with 19 locations spread throughout the the State of Maine. Their mission is to provide health services that improve their clients' lives.

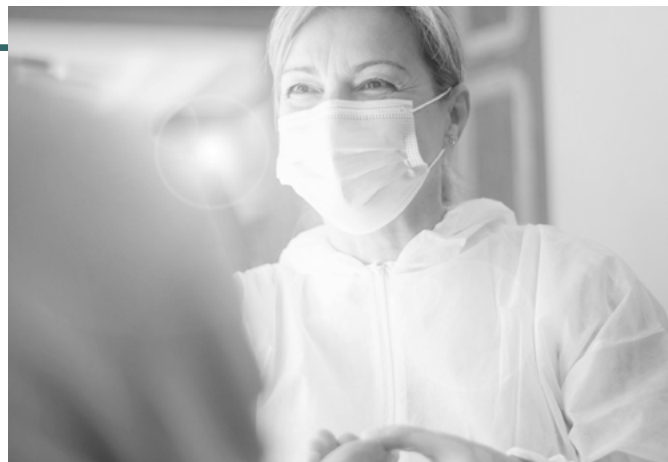
They have been getting by with manual, paper-based AP, but with forgotten invoices, lost invoices and delays, it is frustrating to manage. They know their process is not sustainable.



**FIRST ATLANTIC  
HEALTHCARE**

PART 1:

# Moving Beyond Manual Processes



Kim Bernard is the Director of accounting at First Atlantic Healthcare, and it's becoming increasingly obvious to her that something has to change.

"Paperless AP had been on our to-do list for a while to research," says Bernard. "Between multiple locations and hundreds of vendors our AP department was overwhelmed with inquiries around the status of invoices and oftentimes, 'lost invoices.' In many cases the locations had invoices sitting on desks and hadn't sent invoices to the corporate office for processing. Having to mail them in would then create a delay in processing."

With mounting frustrations in their accounting department, they know that a paperless invoice processing solution is becoming more and more necessary. Then COVID-19 appears seemingly out of nowhere and their requirements not only change but intensify.

**"Between multiple locations and hundreds of vendors our AP department was overwhelmed"**

## COVID-19 in the Health Facility Industry

COVID-19 has hit many industries hard, but the long-term health facility industry has been severely impacted. First Atlantic is no exception.

With no option to go fully remote, First Atlantic has to streamline their processes as much as possible without compromising their core business, all while taking the highest precaution to ensure the health and safety of their staff.

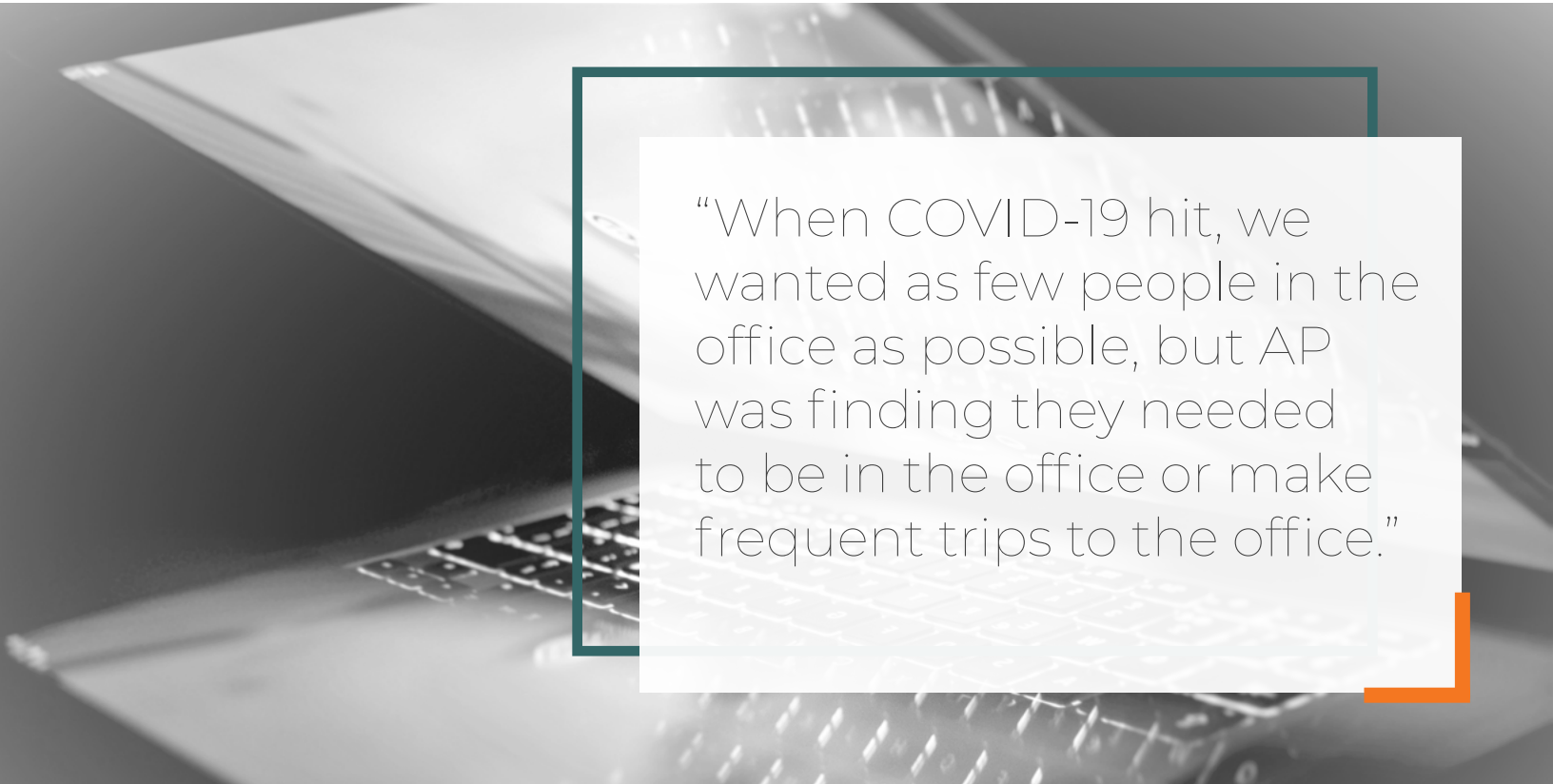
“When COVID-19 hit, we wanted as few people in the office as possible, but AP was finding they needed to be in the office or make frequent trips to the office,” says Bernard. “Between the volume of invoices, status questions and remote work, we decided we needed to make the time to research paperless options.”

## Meeting All Business Requirements

AP Automation quickly jumps from First Atlantic’s “to-do list,” to the company’s “in-progress list.” As Bernard sets out to find the perfect AP Automation solution for Dynamics GP, she knows what features she has to have.

In addition to solving problems caused by a clunky manual process, First Atlantic has a number of requirements. Top among them, they are already using [Binary Stream’s Multi-Entity Management](#), so compatibility with MEM is a must.

The long-term health facility industry has been severely impacted by ongoing hurdles related to the pandemic



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## First Atlantic's List of Must-Have Features in an AP Automation Solution:

### ✓ **No More Paper**

- No more having to physically check locations to find 'missing' invoices

### ✓ **Easy Access to Historical Invoices**


- No more filing and going to a filing cabinet to look up old invoices
- Manager access to look up records for their entity

### ✓ **Approval for a Highly Location-Specific Process**

- User Permissions that grant locations more ownership over their invoices
- Data Capture around location access with automatic GL coding of location-specific invoices

### ✓ **Integration with Microsoft Dynamics GP**

### ✓ **Integration with Multi-Entity Management (MEM)**



Accounts Payable automation quickly jumps from First Atlantic's "to-do" list, to the company's "in-progress" list.





PART 2:

# Finding the Right Fit




The First Atlantic team knows their requirements and they begin researching a number of automation software packages. Fidesic is not the first solution that Bernard investigates, but it is the only solution that meets all of the above core requirements. Without entity controls, location enabled data capture and routing, and an integration that works with MEM, any solution would just add complexity without adding additional benefits.

With Fidesic's free option for a complete AP solution to enable testing, Bernard is able to send real-world invoices to the data capture system and test drive the functionality before committing to Fidesic AP. This allows her to see how the data capture and routing works in the real world, not how it might work as shown in most of the sales demos she has tried so far.

After testing the solution, it becomes obvious to Bernard that Fidesic AP is checking all the right boxes for First Atlantic's needs.

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## MODERNIZING ACCOUNTS PAYABLE

With Fidesic AP integrated to MEM and Dynamics GP, First Atlantic now has a fully automated AP capture and workflow system with 110 individual users. Invoices are routed to each user automatically, and invoice data is captured automatically as well, requiring zero entry to import into the GP ERP system. Because Fidesic AP is seamlessly integrated with Dynamics GP, First Atlantic doesn't have to give GP access to all of its AP users for GP entry work.

"We've been able to place more ownership on the multiple entities to research their own invoices when they or their vendors have questions," says Bernard. "Where we're all primarily working remote now, there's no filing or going into the office to find invoices. All users who need access to invoices now have the ability to view in Fidesic."

"We're all primarily working remote now. There's no filing or going into the office to find invoices"

## ENABLING REMOTE WORK

Fidesic AP is a subscription cloud solution, so First Atlantic stays agile and is able to downsize AP staff during a difficult time. Plus, cloud access allows employees to work remotely, helping First Atlantic further limit risk of exposure in their offices.

"Without Fidesic, we would still be in paper format," says Bernard. "I'd have frustrated AP staff and they'd also be somewhat disgruntled about having to work in the office just to shuffle paper."

After implementing Fidesic AP, the First Atlantic team sees significant efficiency gains, more flexibility, more accuracy and major time savings--all of which translates to real human benefits like less stress, reduced COVID risk, fewer hours commuting in traffic, and most importantly, more time to focus on doing the parts of the job that bring joy.

**Some of the features that help the First Atlantic team save time include the following:**

- Automatic entry into ERP
- Easy follow-up on invoice status
- Location-based workflows
- Fast approval with just a button-click
- Simple lookup feature
- Access to information for all users who need it



CONCLUSION:

# Eliminating Accounts Payable Frustration

Just like many businesses, First Atlantic was forced to speed up its digitalization plans due to the pandemic, but its paper-based accounts payable process was creating frustration even before COVID-19. With an accelerated timeline, they began testing various solutions to meet the following needs.

- Integration with Microsoft Dynamics GP and Binary Stream MEM
- Multi-location invoice management
- Location-based routing and approval
- Paperless
- Cloud enabled
- Measurable efficiency gains

After test driving Fidesic AP, First Atlantic knew they had found the right solution. Now the First Atlantic team can do more with less and work from home with fewer errors, fewer interruptions and less frustration. With less time and strain focused on accounts payable, Bernard and her team are able to find more joy in their work.





# Are you ready to automate your AP?

**LEARN MORE**

Contact us today to get started.

FIDESIC AP  
by Enliven Software  
Experts in AP Automation for Microsoft Dynamics GP in Healthcare

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