



FIDESIC
AP AUTOMATION

ACCOUNTS PAYABLE AUTOMATION

MB2 DENTAL A MICROSOFT DYNAMICS SUCCESS STORY

A National Dental Organization Grows to More than 500 Locations While Keeping Its Accounts Payable Department Lean

Fidesic.com

INTRODUCTION:

Accounts Payable Automation for Multi-Entity Health Practice Services

Microsoft Dynamics GP is a popular and robust Enterprise Resource Planning solution that has been delivering core accounting functionality to businesses of all sizes for decades. While Dynamics GP is user-friendly and offers tools to help businesses grow and manage accounting with ease, it lacks certain capabilities out-of-the-box, particularly where consolidated accounting for multi-entity and multi-location businesses is concerned. Accounts Payable Automation is another function where GP falls short for many businesses. Fortunately for organizations like MB2 Dental Solutions, GP is highly adaptable and can be easily expanded and enhanced with software integrations.

THE MB2 DENTAL SOLUTIONS STORY

MB2 Dental Solutions is a fast-growing dental management and practice development company. They provide services to MB2 members that allow dental practices to focus on their core mission of delivering care while spending less time focused on daily office management tasks. MB2 provides back office assistance to dental offices, delivering the benefits of partnering with a larger organization while the individual practices maintain their independence. MB2 partners have the advantage of centralized services to incorporate best practices, improve profitability and grow their own brand. After outgrowing QuickBooks and moving to GP, MB2 encountered new problems.



MB2
DENTAL

PART 1:

Outgrowing QuickBooks & Bill.com



As they were growing, MB2 needed a way to process thousands of monthly invoices without adding additional overhead. With 250 locations, they were using QuickBooks as their accounting solution and Bill.com for accounts payable, but the company would soon double the number of locations.

“We found that QuickBooks will only go so far before we would break it, even with just 80 entities,” said MB2 Controller Sarah Sawyer. “Each entity was its own company and running a report across all of them, QuickBooks would frequently crash. With Bill.com, we had to go in and sync everything individually to each company instead of doing one large sync.”

With a rapid growth model, MB2 quickly grew from 80 to 250 offices with no plans to slow down.

“QuickBooks just could not handle what we were doing,” Sawyer said. “We’d run a report and it would take three hours just to run through all the files, and that’s if it didn’t error out in the middle. There were some very late nights of working with Quickbooks not playing nicely with others.”

System time-outs, lost invoices, sluggish approvals, duplications and lack of traceability were plaguing the organization, especially at month-end. They had plans to sustain their rapid growth trajectory, so their systems had to be updated.

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PART 2:

Moving to Microsoft Dynamics GP



MB2 had been considering Microsoft Dynamics GP for a couple of years and found The Anchor Group, a Dynamics GP reseller they liked and trusted.

“We met with two different consulting companies, and the first one, you could tell he was just a salesman. He didn’t know the system, he couldn’t answer the questions,” said Sawyer. “Then we met with Brad Sweeney at the Anchor Group and we’d ask questions, he’d answer them.”

It quickly became clear to Sawyer and the Anchor Group that MB2 needed an AP automation solution built for Dynamics GP

Bill.com was unable to meet MB2's invoice volume and multi-company needs

The Anchor Group knew right away that MB2's multi-location and multi-entity needs were critical to successful ERP implementation. They set MB2 up with Binary Stream Multi-Entity Management (MEM) from the outset. Initially, they tried to continue with Bill.com to process payments.

"We tried taking Bill.com over to GP but unfortunately, they wanted us to download 4 files per entity to upload into GP. At minimum, that would have been 400+ files to be downloaded a day. That was definitely not going to work for us."

To make matters worse, Bill.com changed their support service model so that MB2 was no longer able to get an account manager on the phone who knew their system, Sawyer said. Instead they were only able to get support through chat with a different person each time.

It was also becoming increasingly expensive because Bill.com was raising prices and lacked scalability, requiring an account fee for each MB2 company and a separate user license for each account, even for the same user across accounts.

It quickly became clear to Sawyer and the Anchor Group that MB2 needed an AP automation solution built for Dynamics GP and they needed one that would support their Binary Stream MEM solution with seamless integration to both GP and MEM.

"Any extra work or manual data entry between these systems was a non-starter for us," said Sawyer.

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PART 3:

Finding the Right AP Automation

MB2's Dynamics Partner, The Anchor Group set out to find the right AP automation that would meet all the company's AP needs.

The primary issue with which MB2 was struggling included invoice capture systems that were unable to meet their entity-based needs, approval workflows that weren't able to route by location or entity, immense growth that would make check fulfillment a full-time job and manual ACH processing that was proving to be untenable with unique accounts for hundreds of entities.



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"Our customers' ERP success is always our top priority and it was clear that working with Fidesic was the best way to make that happen on the accounts payable side"

--The Anchor Group

After researching available AP automation solutions in the Dynamics ERP channel, The Anchor Group discovered Fidesic AP was the only solution to address all of these problems.

“Our customers’ ERP success is always our top priority and it was clear that working with Fidesic was the best way to make that happen on the accounts payable side,” said Brad Sweeney at The Anchor Group. “Not only was Fidesic AP able to provide industry leading OCR and seamless integration to Dynamics GP, it was the only solution that could truly meet our client’s multi-entity invoice processing needs. From a partner perspective, Fidesic was easy to implement and the team provided high-level support throughout the setup.”

“Fidesic and MEM have brought us into the 21st century. With MEM and Fidesic, it’s super fast,” said Sawyer. “The great thing

about Binary Stream’s MEM is you can look at all your companies in one smart list, in one report. And then you can dig down into that if something doesn’t look right. Especially if I’m looking for an invoice that I know we’ve received but somehow wasn’t posted in the right entity, I can look across all entities and see where that invoice is. I can do a search.”

“Like the Anchor Group, our customers’ success is our top priority,” said Justin Macool with Binary Stream. “Fidesic has been a great partner to help us make that happen for our GP customers who need sophisticated invoice processing automation. The flow of information back and forth between Fidesic and our MEM is seamless.”

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MB2's List of Must-Have Features in an AP Automation Solution:

- ✓ **Improved Efficiency of AP Process**
- ✓ **Improved Controls for Audit Readiness**
- ✓ **Easy Access to Historical Invoices**
 - No more filing and shuffling paper to look up old invoices
 - Manager access to look up records by 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 Binary Stream Multi-Entity Management (MEM)**

Moving to a 21st Century Approach

Fidesic was able to address each of MB2's primary objectives in a unique way - all without changing how they utilize features built into GP and MEM. The easy-to-use features and functionality of the Fidesic platform ensured that MB2 Dental Solutions addressed their primary issues and had a smooth onboarding process.

"When you're in growth mode, a lot of times you're in panic mode, trying to get everything correct and get bills paid on time. Fidesic came in and really helped us with that," said Sawyer.

"Fidesic literally saved our sanity. It is so much easier to use and integrates with our software," said Sawyer. "It is web based and built on the Azure cloud so it can be used from anywhere, and we can give access to our member users who want to review their invoices and payments without emailing the AP department for help."

Three weeks after MB2 decided to go with Fidesic, they were able to automatically capture invoice data, get electronic approval, and push that data directly into their Dynamics GP accounting system

without any manual entry. Although the complete rollout was delayed due to COVID 19, MB2 was able to complete their rollout to all locations during the pandemic. Since implementing Fidesic in 2020, MB2 has doubled in size to more than 500 locations without any significant increase in their AP overhead.

“Having implemented Fidesic, we have been able to trim our invoice processing from 10 days to 5 days,” said Sawyer. “The automatic coding of invoices in the system has really helped improve efficiency as well.”

MB2 Dental is now running smoothly and all of their invoices are being captured automatically by Fidesic OCR and reviewed by the regional managers through the Fidesic Automated workflow. These invoices imported into Dynamics GP with MEM do not require manual entry.

“Working with Fidesic and Binary Stream has been amazing,” said Sawyer. “They both understand our needs and were able to help a company of our size. Right now we are at 500+ companies that are all integrated into Fidesic and all the information easily flows into GP, and payments flow back up to Fidesic.”

“We had a really great GP consultant, The Anchor Group... Love them,” said Sawyer. “They’ve been with us this whole time, and sometimes they still hold our hand because we need help, because we break things easily. It’s been really nice working with them because all of their consultants are really, really friendly and helpful.”

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CONCLUSION:

Improving Process to Support Rapid Growth

MB2 was growing at a staggering pace, and Accounts Payable began to struggle when the company hit more than 80 locations across numerous entities. But they continued to grow to 250+ locations when their partner the Anchor Group introduced them to Fidesic. Since automating and centralizing their accounts payable, they have grown to more than 500 locations while keeping their AP overhead low.

Summing it All Up...

- MB2 Dental was experiencing rapid growth
- MB2 Dental needed an automated AP system solution to process thousands of monthly invoices
- Fidesic was the only solution that offered multi-location features that MB2 required and integrated with their Multi-Entity Management solution.
- Fidesic addressed each of MB2's objectives with a unique and efficient process
- Working together, Fidesic, The Anchor Group and Binary Stream exceeded MB2's expectations and enabled them to meet their growth goals.



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Accounts Payable Can Be So Much Easier.

Find more joy in your job.
Leave the busy work to us.



Are you ready to automate your AP?

Contact us today to get started.

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Experts in AP Automation for Microsoft Dynamics
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