



Client Case Study

REPAY Helps Washington Hospital Increase AP Efficiencies and Vendor Participation

Industry

Non-Profit Hospital

Challenge

Automate AP and Streamline Payments

Solution

REPAY AP Automation Technology

Results

- Cut AP processing time by 25%
- Integrated with existing ERP system
- Currently averages \$200k in annual rebates

"In addition to the savings and efficiencies realized, the facility is receiving \$13k-\$14k per month in rebates and hopes to reach up to \$300k in rebates annually as vendors continue to be added."

– REPAY Sr. Operations Manager

• The Background

The 226-bed, acute-care, non-profit hospital serves central Washington's Yakima Valley. The Senior Operations Manager needed a way to increase efficiency and utilize best practices for supply chain management while seeking new revenue streams to meet goals presented by the CFO.

"Our accounts payable process was still very paper-based, and we only had a couple of credit cards to use for payments, which could make things somewhat difficult and inefficient," said the Senior Operations Manager.

"Given the potential benefits of implementing an automated system, we decided it was worth exploring further."

• The Solution

The REPAY portal integrated seamlessly with their ERP system, enabling the hospital to automate the payment process for many of their vendors.

With REPAY's help, payment files are uploaded directly into the payment portal, invoices are reviewed and approved, and single use virtual card numbers are generated and sent to the vendors for payment. Because of the integration, payment tracking and account reconciliation are simple and straightforward.

"We were looking for the best way to enhance internal controls and reduce our office costs, check printing and mailing inefficiencies," said the Senior Operations Manager. "We were also looking for ease of implementation on a highly secure platform."

• The Results

The REPAY team used the organization's accounts payable reports to set up vendors. The Senior Operations Manager noted that the customer service and on-boarding process from REPAY were pleasant aspects of the engagement. "They searched and connected the vendors for us," he said, noting they were currently processing about 60% of payments through REPAY and continually working on adding more.