



## Case Study Facts:

CLIENT: Prestige Care, Inc.

DIGITECH SYSTEMS RESELLER: DocuDriven

**PROBLEM:** Opening, sorting, and scanning invoices was a time-consuming, manual process.

**SOLUTION:** ECMNOW! suite

**RECOGNIZED BENEFIT:** Centralized AP processes to improve productivity, completed training in less than three days and saved over \$88,000 per year.

## Senior Living Center Streamlines Accounts Payable Processes with ECMNOW!

In 2017, Tyler R. Nelson, Cash Manager and AP Supervisor at Prestige Care, Inc. (PCI) was asked to centralize the Accounts Payable (AP) processes for Central Support Services for over 80 different facilities across the western United States. PCI realized manually processing invoices just wasn't going to work anymore. "In order to streamline our AP processes, we were going to need to start utilizing automation," said Nelson. "I needed a system in Central Support that would allow any current or future facilities to access our AP documents they needed from any location, anytime.

After implementing ECMNOW! and DocuDriven's AP processing services, they have centralized processes, improved invoice processing times and saved money.

### Key Benefits

- Invoice processing times were reduced by 57%
- 100% of bills are findable—100% of the time
- Saving over \$88,000 per year
- Entire accounting department completed training in less than three days



Prestige Care, Inc.  
Prestige Senior Living, L.L.C.

### The Situation

Prestige Care provides independent living, assisted living, rehabilitation, and home health services. They have over 6,000 employees located in 86 different facilities throughout the western United States.

Opening, sorting and scanning invoices and other documents individually in Central Support was a time-consuming manual process. Each document had to be attached to the accounting system, assigned to the facility it belonged to and given the appropriate code. "There were a lot of 'less important' manual tasks that needed to be done daily," said Nelson. "It was very frustrating for my staff because there were lots of copies of each document floating around, things would get lost, and they were duplicating each other's work."

Once the bills were finally in the system, receiving authorization to get the bills paid became another challenge for Prestige Care. "It took a lot of time to receive responses from those authorized to pay the bills as there was not a good system to notify them they needed to approve something or to follow up with them," said Nelson.

Nelson knew that if they could optimize their AP processes, things would run much smoother for not only the central office but for the other facilities involved as well. The goal was to have a centralized system that would improve how invoices were processed, eliminate missing or duplicated documents, and improve control with the outlying facilities.

### The Solution

Prestige Care decided to work with DocuDriven, a Digitech Systems reseller. They needed a system that would allow them to take control of their AP invoices. They chose DocuDriven's AP processing services to centralize and automate AP processes at their central office and subsequently across over 80 facilities to provide company-wide consistency and control.

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PROBLEM:  
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*ECMNOW!* suite

RECOGNIZED  
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DocuDriven receives any physically mailed or emailed documents for Prestige Care. Using PaperVision® Capture, they scan and index the incoming documents. Next, the PaperVision® Forms Magic technology uses artificial intelligence to automatically classify, sort, and extract the data needed from the invoices. Documents are then loaded into ImageSilo® and PaperVision® Enterprise WorkFlow automatically sends the documents to the proper person(s) for approval or payment.

## Recognized Benefits

Today, Prestige Care receives approximately 2,000 invoices a month at their Central Support Services location. Thanks to the real-time integration of ImageSilo and the accounting system, Sage Intacct, they are now able to process bills within one business day. “The time it takes us to process invoices has been reduced by 57%,” said Nelson. “We can now spend less time on accounts payable processing and more time providing the support our facilities really need.”

“Thanks to *ECMNOW!*, we have been able to increase the visibility of what is going on in the AP department. The AP processing services have helped automate workflow and provide company-wide consistency and control.”

- Tyler R. Nelson, Cash Manager and AP Supervisor

Being able to retrieve documents related to AP instantly has also improved the efficiency of the entire organization. The accounting department is no longer the gatekeeper to documents related to billing. “Now anyone can look up the information they need, regardless of the system they are using or where they are located,” said Nelson. This has increased productivity and gives the accounting department better control and visibility of their cash flow.

Prestige Care also has better control of their documents because they can check where a bill is in the approval process instantly with a keyword search. “We know for sure that the bill has been paid, nothing was lost, or paid twice,” said Nelson. “We are now able to track and find 100% of our bills—100% of the time.”

Prestige Care’s ability to improve productivity has led to significant monetary savings as well. “We used to have to open the mail, identify which facility it belonged to, look up and assign general ledger codes, manually scan, and then shred each document,” said Nelson. Now that the system is centralized and documents are automatically routed, they save 2,912 hours of labor annually. That is equivalent to the wages of two full-time employees, saving them over \$88,000 a year.<sup>1</sup>

By far, Prestige Care’s favorite thing about working with *ECMNOW!* and DocuDriven’s AP processing system is how quickly they can access the documents they need and how fast the system was to implement. “We have six people working in the AP department and it only took three days to get everyone completely up to speed,” said Nelson. “Because the implementation was so fast, we were able to start saving money immediately.”

## About DocuDriven

DocuDriven is a Business Process Optimization (BPO) company with an emphasis on Data and Document Management that is based out of La Center, Washington. They specialize in smart products and convenient services that streamline your business saving you time and money. They offer products and services locally, nationally, and internationally and specialize in document management, Accounts Payable automation, scanning and conversion services, consulting, programming, and secure document storage. To learn more about DocuDriven visit their website [www.docudriven.com](http://www.docudriven.com) or call 360.760.4266.

<sup>1</sup> <http://www.bls.gov/news.release/pdf/wkyeng.pdf>