



Top Healthcare Provider Blazes an Innovative Trail in Healthcare

More frequent calls from suppliers led one major healthcare system to make an appointment with Direct Commerce.

Serving a major U.S. metropolitan area and ranked as one of the top five health systems in the country, this particular healthcare provider was challenged to keep costs low without affecting patient outcomes.

While establishing more operating units, the organization was spending more time answering supplier questions. Current processes did not allow for real-time invoice validation, so the only way a supplier could know if an invoice was accepted was to make a phone call.

Direct Commerce moved 500 of the healthcare provider's suppliers to an automated payment system, cutting invoice processing costs and reducing errors.

"The Direct Commerce solution was a collaborative win for our suppliers, our departments, and our entire healthcare system."

— Director of Financial Services

eInvoicing Saves the Day

By deploying Direct Commerce's eInvoicing solution, the healthcare company's suppliers access an intuitive, secure web-hosted

Customer Profile

Client:
Major Metropolitan Healthcare System

Reach:
• 12 hospitals
• 21,000 employees
• 5,500 affiliated physicians

Suppliers:
613

Monthly Invoices:
4,180

Direct Commerce Solution Highlights

- More efficient use of working capital
- Improved coordination between buyers and suppliers
- Elimination of paperwork and manual data entry
- Faster access to invoice and PO status
- No cost to suppliers



portal to submit invoices and get immediate status confirmation. Suppliers are also able to “flip” a purchase order into an invoice and quickly determine that the invoice was validated.

Direct Commerce was also able to help with invoices from law offices that work with the healthcare provider. Direct Commerce’s Legal Invoicing solution accommodates the unique fields, units of measurement, and workflow procedures that characterize these invoices.

AP Department Breathes Sigh of Relief

From the healthcare provider’s perspective, the Direct Commerce solution delivered many time- and cost-saving benefits. These include:

- Separate forms for non-PO invoices, making it easier for suppliers to submit the right type of invoice
- The ability to validate routing numbers at the company code level, facility code level, and cost center level to eliminate frustrating invoice exceptions
- The ability to pay suppliers on time, while assuring the financial integrity of the multi-step process for matching POs against invoices
- Seamlessly integrated data feeds between the Supplier Portal and the company’s ERP system

The healthcare provider’s previous vendor was only able to get 130 suppliers to use its portal, but Direct Commerce onboarded 80% of suppliers in just two months.

According to the healthcare provider’s Director of Financial Services, “We couldn’t be more pleased with the results. The Direct Commerce solution was a collaborative win for our suppliers, our departments, and our entire healthcare system.”



To learn more about how Direct Commerce solutions can transform your source-to-pay (S2P) processes,

email sales@directcommerce.com or call 415-288-9700.