

Myhealth Medical Group

Case Study

TUNGSTEN
AUTOMATION

myhealth
MEDICAL CENTRE

Case Study

Myhealth Medical Group Supports Fast-Paced Growth with Accounts Payable Automation

Through its 100 clinics, Myhealth Medical Group provides care services to over one million Australians every year. To continue its rapid expansion, Myhealth Medical Group replaced manual approaches to invoice processing with an automated solution based on Tungsten AP Essentials™ – reducing manual work, boosting accuracy and enhancing visibility of cashflows.

100%

Invoice-Processing
Accuracy

30%

Reduction in
Accounts Payable Workloads

Scales

Cost-Effectively as the
Business Grows

“Since we went live with Tungsten AP Essentials, we’ve not had a single instance of a double payment: a 100 percent accuracy rate for the solution.”

Ferdia Doherty,
Financial Controller, Myhealth Medical Group

MEET MYHEALTH MEDICAL GROUP

www.myhealth.net.au

Founded in 2007, Myhealth Medical Group operates 100 clinics across three eastern states in Australia. The largest shopping-center based medical operator in the country, Myhealth Medical Group serves more than 1.2 million patients each year.

PRODUCTS IN USE

- Tungsten AP Essentials™

FOCUS

- Invoice Processing
- Accounts Payable Automation
- Business Growth

TOP LINE

MEET TOPLINE CO

www.toplineco.com.au

Topline Co is an IT consultancy that empowers businesses to automate key process areas and drive operational efficiency. Headquartered in Hunters Hill, New South Wales, Topline Co has specialist expertise in a wide range of domains, including workflow management, digitization and data governance.

Challenge

In eastern Australia, Myhealth Medical Group is on the front line of patient care. Through 100 clinics across three states, the organization delivers healthcare services to some 1.2 million Australians annually.

From its beginnings as a small medical practice in 2007, Myhealth Medical Group has grown rapidly. The organization continues to expand, and opens new clinics each year to extend the reach of its care services.

Ferdia Doherty, Financial Controller at Myhealth Medical Group, takes up the story, “Our objective is to be the largest and best medical-center provider in Australia. To achieve that goal, we aim to equip our medical and administrative personnel with everything they need to deliver outstanding patient experiences.”

With its business expanding rapidly, Myhealth Medical Group realized that pressure on its backoffice services was rising. The organization’s accounts payable (AP) function was under particular strain, and required one full-time equivalent worker to process around 1,500 invoices per month for 50 clinics.

“In the past, each of our clinics would save their invoices to a shared drive for manual processing

by our AP team,” continues Ferdia Doherty. “To help make the workload more manageable, the team used an invoice scanning tool designed for small businesses to extract data from the invoices and add them to our AP system for payment.

“One of the challenges of this way of working was the tool’s limited accuracy, which meant that double payments were an ever-present risk. Crucially, the previous approach made it difficult to get a clear and accurate view of our accounting position across the group—a necessity as our business grew.”

To pave the way for the next stage of its growth journey, Myhealth Medical Group decided to move to Microsoft Dynamics 365 for Finance and Operations. The organization knew that its existing invoice scanning tool would be unable to integrate with the new enterprise-class ERP platform, and looked for a new solution for invoice-processing automation.

Solution

After reviewing solutions from a number of leading vendors, Myhealth Medical Group determined that AP Essentials was the best fit for its operational requirements. A cloud-based invoice automation solution, AP Essentials empowers enterprises to reduce processing costs, drive faster invoice cycle times, and achieve more effective cash management.

“Our research into the Tungsten solution quickly convinced us that it was the right fit for our business needs,” recalls Ferdia Doherty. “When you process as many invoices as we do, human error becomes all but inevitable if you rely heavily on manual data entry. AP Essentials scans every document automatically—effectively eliminating the risk of data entry errors introduced by human workers.”

To accelerate its deployment of AP Essentials, Myhealth Medical Group engaged expert business partner Topline Co.

Ferdia Doherty continues, “When we first contacted Topline Co, our project to deploy Microsoft Dynamics 365 was already well underway. To ensure zero interruption for our back-office services, we needed to ensure that AP Essentials was ready to go live at the same time as the ERP solution—a deadline of just two months.”

Working closely with Myhealth Medical Group, a team of consultants from Topline Co assisted with implementation, configuration and training for the new Tungsten solution—helping the organization to go live on time.

“Topline Co was an invaluable resource throughout the deployment project,” says Ferdia Doherty. “The team did a great job in understanding our requirements and delivering to those requirements

against tight deadlines. If we ever had a question, we always knew the answer we needed was only a phone call away. Thanks to the effective knowledge-transfer from Topline Co and the user-friendliness of the Tungsten solution, we were able to hit the ground running as soon as we went live.”

Results

With AP Essentials at the heart of its highly automated invoice processing workflow, Myhealth Medical Group has built a scalable platform for business growth.

“In the past, around 80 percent of our AP team’s day was consumed with processing invoices—and of that 80 percent, most of the time was spent manually inputting data into the system,” explains Ferdia Doherty. “Today, that’s all changed. Since we transitioned to Microsoft Dynamics 365 for Finance and Operations and AP Essentials, we’ve reduced

the time spent on invoice processing by 30 percent—a significant increase in efficiency.”

He continues: “Moreover, that time reduction is despite the fact that our invoice volumes are continuing to grow. We have moved from 1,500 invoices from 50 clinics when we started the project to 2,000 per month from around 100 clinics today.”

By eliminating the need for manual data entry, Myhealth Medical Group has also removed the possibility of human error when transferring data from invoices into its AP system.

“Before we deployed the Tungsten solution, it was extremely difficult for us to identify and correct duplicate invoices, which sometimes led to duplicate payments,” comments Ferdia Doherty. “Since we went live with AP Essentials, we’ve not had a single instance of a double payment: a 100 percent accuracy rate for the solution.

“With automation from Tungsten AP Essentials, we are reducing the need for repetitive, manual tasks and empowering our employees to spend more of the working day on value-added activities.”

Ferdia Doherty,
Financial Controller, Myhealth Medical Group

“We estimate that the improvement we’ve driven in our invoice processing accuracy has saved us around AUD 10,000 since the solution went live.

“Even more importantly, the level of accuracy we are now delivering is helping to increase trust in our backoffice services from the doctors and managers who own and operate our clinics across the country.”

Myhealth Medical Group now offers all its clinics a single, central dashboard to monitor the status of their invoices in real time. By increasing the transparency of its AP services, the organization is significantly reducing the need for clinic managers to call the head office with invoicing questions—boosting operational efficiency and ensuring the new approach to AP will scale cost-effectively as the business continues to grow.

“We are always looking for innovative ways to help our people focus on what really counts: delivering high-quality patient care,” concludes Ferdia Doherty. “With automation from AP Essentials, we are reducing the need for repetitive, manual tasks and empowering our employees to spend more of the working day on value-added activities.”

“Tungsten AP Essentials scans every document automatically—effectively eliminating the risk of data-entry errors introduced by human workers.”

Ferdia Doherty,
Financial Controller, Myhealth Medical Group

[Read more stories of success from our global customers at TungstenAutomation.com](https://www.tungstenautomation.com)

About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

To learn more, visit www.TungstenAutomation.com

www.TungstenAutomation.com

