

# COOPER HEALTH EXPEDITES AP INVOICING WITH YOGA FLEXIBLE SOFTWARE

Cooper Health Care University, a well-known healthcare provider based in Camden, New Jersey, was experiencing efficiency challenges with its legacy accounts payable (AP) automation system, including a cumbersome multi-touch process, lack of visibility into performance, and a non-intuitive interface experience.

With a workforce of over 10,000 employees, Cooper Health needed a modern solution that could scale with its growing needs while providing seamless integration and cost-effective AP automation.

## BUSINESS NEEDS

When evaluating new AP automation solutions, Cooper Health was looking to fulfill several criteria and needed the following:

1.

### FASTER INVOICE PROCESSING

Cooper Health aimed to increase its invoice processing speed by streamlining workflows and reducing manual touchpoints. To do this, the healthcare organization recognized it needed greater visibility into AP performance metrics and wanted a solution that provided comprehensive reporting capabilities, like touchless processing rates and duplicate invoice detection.

2.

### LOWER COST FOOTPRINT

With a focus on cost-effectiveness, Cooper Health also wanted to eliminate unnecessary expenses associated with its legacy AP automation process. Specifically, Cooper wanted to eliminate the need for manual intervention in invoice processing. Thus, Cooper required a modern solution that ensured greater accuracy in processing and minimized resources for overseeing AP operations.

3.

### INTUITIVE INTERFACE

The legacy AP automation solution routed invoices to an interface table before reaching its destination. This caused challenges with invoice processing accuracy and proved to be a non-intuitive user experience. Going forward, Cooper wanted a solution that was easy to work with and would match invoice details to their respective destinations without additional steps.

4.

### SEAMLESS INFOR INTEGRATION

Cooper Health recently migrated to Infor CloudSuite and required a solution that seamlessly integrated with its new software systems. Ideally, the new solution would effortlessly connect with the ERP without the need for labor-intensive and costly IPA flows, work units, and customizations.

5.

### STREAMLINED DATA MANAGEMENT

Cooper Health was leveraging Infor's inbound rule table for routing electronic data interchange (EDI) vendor and invoice details, which proved to be time-consuming to manage. They needed a solution that would automate and streamline this process, minimizing manual intervention and reducing resources required to manage the rules effectively.

## THE RPI SOLUTION

Cooper Health selected RPI Consultants' Yoga Flexible Software to address its AP automation needs. The solution provided many key benefits that resolved Cooper's business needs:



### RAPID IMPLEMENTATION

Because of RPI's intricate working knowledge of Infor and experience with project managing Cooper's CloudSuite migration, the Yoga team was able to implement the AP automation solution in just seven business days. This included a seamless export of half-integrated and stuck records, ensuring a clean transition with minimal disruption to operations as Yoga came online.



### COMPREHENSIVE TESTING

To ensure that everything worked as intended upon migrating to Yoga, RPI developed and tested necessary configurations in a controlled environment before rolling out the solution. This eliminated downtime and increased accuracy & reliability.



### PERFORMANCE REPORTING

Yoga leverages AI technology, which learns from user feedback, enhancing its ability to process invoices faster with each request. This improves efficiency, accuracy, and speed, reducing—and in some cases eliminating entirely—the need for human intervention. As a result, users can redirect their time and resources to other tasks, benefiting from both cost and time savings.



### SEAMLESS GHX-TO-INFOR INTEGRATION

Yoga automates the collection of files from GHX, handles data conversion and cleaning, and posts the processed data directly into Infor, replacing Infor's native inbound rule table. This new process ensures a seamless flow of invoice and purchase order data between Cooper Health and its vendors.



### A PROACTIVE PARTNERSHIP

As part of Yoga, cumulative updates and new feature functionality are entirely managed by RPI. With RPI managed services, Cooper Health no longer has to allocate resources for maintaining AP automation workflows and integrations. Plus, RPI offers a Yoga customer success program that ensures ongoing support and improvement of KPI-focused outcomes. Cooper Health also receives regular stakeholder meetings, access to a knowledge base, training documentation, and release notes.

## RESULTS

Implementing Yoga Flexible Software helped Cooper Health achieve incredible business improvements, including:



### INCREASED PROCESSING RATE

Cooper Health achieved a 33% touchless invoice processing rate, significantly reducing manual intervention and processing time.

**33%** TOUCHLESS INVOICE OCR PROCESSING RATE



### DUPLICATE INVOICE DETECTION

Yoga automatically detected 1,800 duplicate invoices, allowing the AP team to focus on more critical tasks, saving valuable time and resources.

**1,800** DUPLICATE INVOICES FOUND



### IMPROVED SPEED & EFFICIENCY

Yoga streamlined Cooper Health's AP automation workflow, improving STP and OCR rates while reducing processing time to less than 10 seconds per invoice.

INVOICES IN LESS THAN **10 SECONDS**



### ELIMINATED INVOICE BACKLOG

Before migrating to Yoga, Cooper had a sizeable backlog of invoices. After fully implementing Yoga, Cooper eliminated the backlog of overdue invoices, increasing on average monthly invoice processing from 8,000 to 13,000.

AVERAGE MONTHLY INVOICES WENT FROM 8,000 TO **1,300**



### NEAR-PERFECT EDI PROCESSING

With Yoga, Cooper Health achieved a 98% EDI straight-through processing rate, transmitting invoice data from GHX into Infor with only 2% requiring human intervention. This greatly reduced manual processing efforts while improving overall accuracy.

**98%** EDI STRAIGHT-THROUGH PROCESSING RATE

**<2%** REQUIRING HUMAN INTERVENTION





# THE RIGHT SOLUTIONS AT THE RIGHT TIME

Cooper Health's partnership with RPI Consultants and adoption of Yoga Flexible Software have revolutionized the healthcare organization's AP automation processes.

Cooper Health's AP Manager, Victoria Cunningham said,

“

Routing our EDI invoices through Yoga has been such a time saving effort. Even for the invoices that may require resolution in the AP review queue, resolving and exporting to FSM is much faster than resolving on the MII table and awaiting the auto match job to release the invoice. Before Yoga I could spend an entire day processing records from both DII and MII.”

Yoga continues to play a pivotal role in Cooper Health's digital transformation journey, setting the stage for continued success and innovation.



RPI Consultants  
1 N Haven Street  
Baltimore, MD 21224

410-276-6090  
questions@rpic.com  
www.rpic.com