



WAKEMED TRANSFORMS AP AUTOMATION WITH RPI'S YOGA FLEXIBLE SOFTWARE

WakeMed, a North Carolina healthcare system recently migrated to a cloud ERP and wanted to address various challenges it was experiencing with its legacy AP automation system, including a multi-touch process, lack of visibility into performance, and expiring support services.

The 8,000-employee hospital organization needed a modern, cloud-based solution that would deliver best-in-class AP automation results. RPI Consultants, their long-time partner, helped them assess their options, and the choice became clear: replace their outdated systems with RPI's Yoga Flexible Software.

BUSINESS NEEDS

1.

A FAST, SCALABLE SOLUTION:

The leading healthcare organization needed an AP automation system that could scale with its growing needs, and time was of the essence. With support ending for their legacy software, WakeMed needed to find a replacement before their contract ran out as they did not want to renew. The solution needed to integrate quickly and be configurable to meet the company's needs as it expanded.

3.

CLOUD-BASED INFRASTRUCTURE:

The healthcare organization wanted to transition to a cloud-based solution with self-learning AI technology so that it could enhance data capture and improve processing. A cloud-based system also promised a simpler path forward with AP automation maintenance since ongoing support would be managed entirely by the provider.

2.

SIMPLIFIED INVOICE PROCESSING:

WakeMed wanted to simplify its complex invoice processing workflow, which included multiple systems. Many systems meant a greater likelihood of "break points," and slowed down operations, especially when converting emails for processing. The new system needed to possess the functionality for straight-through processing (STP) or "touchless" invoice processing.

4.

COST-EFFECTIVE AUTOMATION:

WakeMed's legacy AP automation process included multiple applications, which contributed to unnecessary costs. The new solution needed to execute every part of the AP automation process without additional systems. This would allow for a more efficient and scalable long-term process.

THE RPI SOLUTION

To address these business needs, RPI performed a cost analysis to determine the best option. This analysis played a pivotal role in guiding WakeMed to **Yoga Flexible Software**. Here's how Yoga transformed the company's AP processes:



ALL-IN-ONE APPLICATION

Yoga Flexible Software houses all components of the AP automation workflow within a single application, eliminating the need for additional point solutions. With virtually zero unnecessary breakpoints, Yoga allows for cost savings, and greater efficiency.



ENHANCED OPERATIONS

Yoga boasts modern AI technology that enables the system to learn from user corrections and allows for increased seamless processing of invoices over time. This fosters greater efficiency, accuracy, and processing speed, reducing human intervention and related overhead hours for reviewing invoices. With these costs and time savings, users were able to focus their efforts elsewhere.



PERFORMANCE REPORTING

WakeMed's legacy solution lacked tracking visibility and detail needed to measure KPIs like STP and optical character recognition (OCR) rates. With Yoga, WakeMed benefits from out-of-the-box performance focused reporting on STP rates, discount capture percentages, and total invoice processing time from invoice receipt to invoice payment. This visibility and level of detail provided WakeMed stakeholders with clear AP process insights.



PREMIUM SUPPORT

As part of Yoga, WakeMed receives on-demand support. Updates and new feature functionality are entirely managed by RPI so WakeMed no longer has to allocate resources for maintaining the AP automation solution. Plus, RPI offers a Yoga customer success program that ensures ongoing support and improvement of KPI-focused outcomes. As a part of the program, WakeMed receives regular stakeholder meetings, access to a knowledge base, training documentation, release notes, and shared responsibility for system efficacy.

RESULTS

The implementation of Yoga Flexible Software brought about transformative results for WakeMed, and in **less than eight weeks**:



INCREASED PROCESSING RATE

WakeMed achieved a 26% touchless invoice processing rate for all documents. Now, one in every four invoices is paid without employee intervention.

26% TOUCHLESS INVOICE
PROCESSING RATE



IMPROVED SPEED AND EFFICIENCY

Yoga streamlined WakeMed's AP automation workflow, increasing STP and OCR rates as well as improving the technical integration. Invoices that previously took up to 10 minutes to reach CloudSuite now take less than 10 seconds!

INVOICES IN
LESS THAN **10 SECONDS**



DUPLICATE INVOICE DETECTION

Yoga helped WakeMed catch duplicate invoices before they entered the system. The SaaS solution cross-references incoming invoices with both CloudSuite and its internal database, automatically directing duplicates to a designated queue. This approach helps AP staff focus on productive invoice processing and reduces the chance of duplicate payments.



REAL-TIME INVOICE VALIDATION

WakeMed went from struggling with invoice validation and having a constant backlog to processing all new invoices within the same day they are received. This efficiency allowed them to run their old and new systems concurrently during the transition phase, causing zero disruption to their AP operations.



THE RIGHT SOLUTIONS AT THE RIGHT TIME

WakeMed's partnership with RPI and its decision to adopt Yoga as their accounts payable automation solution has significantly improved invoice processing efficiency, reduced touchpoints, and provided valuable insights into processing performance.

The successful transition to the cloud-based Yoga application helped WakeMed achieve its business needs, while also ensuring a more streamlined and cost-effective future for its operations.

Yoga continues to play a pivotal role in WakeMed's digital transformation and was also implemented to fill various other ERP gaps, such as non-employee HR management. It's a testament to the product's flexibility and ease of use.



RPI Consultants
1 N Haven Street
Baltimore, MD 21224

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