

Connecting Locations in a Remote Work World:

First Atlantic Healthcare wins with Fidesic AP Automation.



**FIRST ATLANTIC
HEALTHCARE**

“Without Fidesic, we would still be in paper format.”

First Atlantic Healthcare is a long-term care and health services provider with a growing list of locations spread throughout the State of Maine. Their mission is to provide health services that improve their clients' lives.

They had been getting by with manual, paper-based AP invoice processing, but as the company grew so did their number of invoices and vendors.

Manual processes and data entry are often error-prone and the errors multiply exponentially when companies like First Atlantic are growing rapidly.

With frequent lost invoices, errors and delays, AP had become very frustrating to manage. They knew their current process was not sustainable.

“Paperless AP had been on our to-do list for a while to research,” says First Atlantic’s Controller Kim Bernard. “Between multiple locations and hundreds of vendors our AP department was overwhelmed with inquiries around the status of invoices and oftentimes, ‘lost invoices.’ In many cases the locations had invoices sitting on desks and hadn’t sent invoices to the corporate office for processing. Having to mail them in would then create a delay in processing.”

Connecting the dots.

First Atlantic needed an AP solution that would support and complement their multi-entity set up and connect with their Dynamics ERP system.

THE CHALLENGE

First Atlantic Healthcare required a robust AP automation solution that could:

- Accommodate their multi-location setup and department controls.
- Provide a centralized web-based platform for invoice history and reporting.
- Deliver an easy-to-use, web-based approval interface for efficient invoice processing.
- Integrate seamlessly with Microsoft Dynamics GP & Binary Stream Multi-Entity Management (MEM)
- Eliminate unnecessary steps and complexities.

THE SOLUTION

Fidesic AP Automation successfully addressed First Atlantic's challenges, offering:

- Comprehensive location and department-based workflow, data capture, and user permissions.
- A single web-based platform for convenient access to all invoice history and effortless reporting.
- An intuitive approval interface, allowing First Atlantic to process and approve more than 4,000 invoices monthly without prior GP experience.
- Integration with GP & MEM, ensuring improved visibility and controls in a more streamlined process.

“Resident care is the top priority for long-term care providers like First Atlantic, so back office efficiency is hugely important in allowing us to focus on that core mission. Fidesic and Binary Stream MEM have been a key piece in that puzzle for us.”

Finding the Right Fit Using Fidesic for Free



First Atlantic knew their requirements and they began researching a number of AP automation software packages. Fidesic was not the first solution that Bernard investigated, but it was the only solution that met all of their core requirements.

With Fidesic's free live version, Bernard was able to send real-world invoices to the data capture system and test drive the functionality before committing. This allowed her to see how the data capture and routing works in the real world, not how it might work as shown in most of the sales demos she had tried so far.

After testing Fidesic, it becomes obvious to Bernard that it is checking all the right boxes for First Atlantic's needs. One month later they were up and running on Fidesic.

Integration allows locations to approve their own invoices in Dynamics ERP without an ERP log-in.

"We've been able to place more ownership on the multiple entities to research their own invoices."

"We've been able to place more ownership on the multiple entities to research their own invoices when they or their vendors have questions," said Bernard. "Where we're all primarily working remote now, there's no filing or going into the office to find invoices. All users who need access to invoices now have the ability to view in Fidesic."

First Atlantic now has a fully automated AP capture and workflow system with 110 individual users. Invoices are routed to each user automatically, and invoice data is captured automatically as well, requiring zero entry to import into their Dynamics ERP system.

CONCLUSION

Fidesic has not only enabled First Atlantic to streamline their AP automation processes but has also proven to be a dependable partner in their growth journey. As First Atlantic continues to expand and add more accounts, Fidesic remains committed to delivering innovative solutions that meet the customer's evolving needs.



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