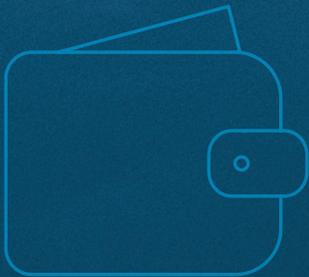


CASE STUDY

Northeast Treatment Centers



The Challenge

With an outdated, paper-based expense management process, Northeast Treatment Centers (NET) struggled to manage its 400 expense reports and 800 invoices each month. With manual, inefficient workflows, there was huge potential for duplicate invoice payments and an overall lack of insight into spend.

To make matters worse, invoices were batch imported, which disallowed for individual approvals and denials within the batch – it was an all or nothing system. According to Robert Ferrandino, Controller at NET, this process ultimately led to an unacceptable level of risk for untimely payments and mis-postings. On the expense side, mileage tracking was a huge time-suck for both travelers and approvers who had to manually calculate and verify each and every trip.

NET knew there had to be a better way, and started looking for a solution that could drive efficiency, while providing detailed insights into spend.



We needed a solution that could enable us to more quickly and accurately process expenses and invoices, and Chrome River was the perfect fit.

ROBERT FERRANDINO,
CONTROLLER

Northeast Treatment Centers

INDUSTRY:
Healthcare

EMPLOYEES:
800+

PRODUCTS:
EXPENSE, INVOICE



The Chrome River Solution

As a healthcare non-profit, NET must account for all costs and minimize any spend that isn't crucial. To help with this, they needed a flexible, easy-to-use system that could provide insights into spend and automatically enforce compliance.

"We run a lean operation, so any solution that we can use to minimize time and money spent on administrative work—both from our care professionals and our finance team—makes it easier for us to focus on our core mission of supporting some of the most vulnerable members of our community," said Ferrandino.

With insights from Chrome River, NET can now visualize spend and identify areas for efficiency gains.

Results

For the finance team, moving from paper to an online solution has brought tremendous benefits. Invoices are entered directly into the solution, with images of the originals attached to each record. This not only cuts the time needed to process invoices, but also the space needed to file them.

NET's workflow has also drastically improved. Invoices and expenses are automatically routed to the correct individuals, regardless of the approval rules for a given item. As a result, invoices are paid more quickly and expense reports can be reimbursed in a timelier manner.

With Chrome River, NET's transactions all live in one centralized location vs. having to log into multiple systems. This allows the accounting team to much more quickly and efficiently report on financials. Likewise, receipt images automatically match users' transaction data with credit card data in the system, making it quick and easy to view and reconcile each purchase. The end result: NET is now able to finalize billing soon after each month's end.

NET travelers and approvers have also benefited from Chrome River's mileage calculator, which automatically calculates the trip and generates a map for each mileage expense submission. "Our employees love the ability to submit mileage simply by entering the start and destination addresses into the expense system," said Teresamarie Morris, Accounts Payable Specialist. This feature makes it easier for the finance team to verify each trip for reimbursement, which improves internal controls for the auditing process.

Overview

Northeast Treatment Centers (NET) is a Philadelphia-based non-profit which provides a continuum of trauma-informed behavioral health and social services designed to meet complex needs of all family members. The organization has more than 800 staff and provides services for more than 10,000 consumers each year. NET has 15 locations throughout Greater Philadelphia, the Lehigh Valley and the state of Delaware and celebrates its 50th anniversary in 2020.

Why Chrome River

- Streamlined workflow rules and routing
- Boosted efficiency with a centralized, paperless solution
- Improved internal controls with features like the mileage calculator
- Gained greater visibility into spend with analytics reporting
- Eliminated risk of duplicate invoice payments
- Leveraged credit card integration to reconcile transaction data faster