

Sage 100 ERP Document Management by Altec



Soteria Imaging Services

Outpatient Imaging Firm Streamlines Its Invoice Approval Process and Makes Annual Audits a Breeze.



BUSINESS:
Outpatient
Medical
Imaging Facility
Management

SOFTWARE:
Sage 100 ERP

"The [auditing] process is so much easier and faster now. It's pretty incredible."

- Gretchen Griggs,
Director of
Accounting,
Soteria

Background

Soteria Imaging Services was founded in 1992 on a vision of developing and managing outpatient medical imaging facilities that are dedicated to superior patient care. Since then Soteria Imaging Services has grown into a national leader in outpatient medical imaging with over 20 facilities in 10 states from New York to Nebraska.

Headquartered in Louisville, KY, the company has developed, operated, merged and sold medical imaging centers while participating in joint ventures with hospitals and physician practices. Soteria stands out in its commitment to using state-of-the-art technology and imaging equipment, comfortable facilities, knowledgeable legal and compliance teams, intuitive financial managers, in-house technical service engineers and informed medical billing operations.

Soteria continually seeks out new imaging opportunities and procedures that will provide better answers for improved treatment and quality of life for its patients, whether it is through the latest imaging modalities, creative delivery of services or both.

Challenge

Managing a manual invoice approval process across 20 facilities in 10 states was a nearly impossible task, especially for a growing company like Soteria. All invoices had to be approved by managers who had to physically write "ok" on every paper invoice as it came in. The hard copies were then sent to the corporate office to be paid.

That system often created delays. "It was a nightmare," says Gretchen Griggs, Director of Accounting. "By the time we received the invoices back, many of them were already past due." Those past due invoices were generating late fees and unhappy vendors. "Our suppliers were calling and threatening to cut off shipments because they hadn't been paid in a timely manner," Griggs adds.

Solution

Soteria reached out to their Sage Reseller, Oasis Solutions Group in Louisville to help them shop around for a paperless workflow solution that could ease its woes and create synergies across the company. Oasis offered the consulting and expertise to address their unique paper processing requirements and make this software project successful. "Soteria's accounting department selected Sage 100 ERP Document Management for its user-friendly interface and the ability to integrate with the firm's existing Sage 100 ERP financial software," states Michael Drury, Project Manager for Oasis. "It was a perfect fit," he added.

Today, all of Soteria's vendors send their invoices to the firm's corporate headquarters in Louisville. The paper invoices are scanned and filed accordingly in Sage 100 ERP Document Management. Managers located in 10 different states have access to a single system where they can easily pull up the invoices on



a weekly or daily basis and then approve, question or decline the documents.

Sage 100 ERP Document Management also helps Griggs and her team quickly review financial statements and pick up on unusual balances or charges – both of which would have been difficult to pinpoint and address with the firm's manual system. "I can look at one of our facility's income statements and find discrepancies instantly," says Griggs, who keeps the Sage 100 ERP Document Management dashboard open on her desktop all day, every day.

"Sage 100 ERP Document Management has shaved an incredible amount of time from my financial review process," says Griggs. Every facility under Soteria's management, for example, now has accurate, timely, accessible check history reports that Griggs can quickly review, attach to an email and send off to the appropriate party for approval. "What previously took me hours to complete now takes just a matter of minutes."

Drury adds, "We are seeing many of our clients turn to document management to help streamline their business processes. We value our relationship with Altec to provide the right solution and meet the clients' expectations."

Benefits

In addition to streamlining Soteria's invoice approval and financial reporting process, Sage 100 ERP Document Management has helped the firm's accounting department create a seamless, reliable auditing system. When answering queries from a state sales and use tax auditor recently, for example, Griggs was able to pull up invoices dating back to 2008 with just a few clicks.

"In the past those old invoices would have been stored offsite," says Griggs. "I was able to print out every invoice that he asked for within minutes, and without having to dig through boxes of paper."

Soteria's year-end audits are also painless. "Our auditors give us a list of the documents that they want and we either pull them up and print them out or send them electronically," says Griggs. "The process is so much easier and faster now. It's pretty incredible."