

Allscripts prevent errors and overpayments to protect working capital

Challenge

Errors and overpayments were impacting Allscripts' working capital and costing time and money to process and recover. The direct and potential costs created by these risks prompted the finance team to find a proactive approach.

Solution

Implementation of FISCAL's software solution improved risk management and automated their processes. A transfer to our upgraded solution further protected their spend.

Results and Benefits

High-risk suppliers and transactions are identified prior to the weekly supplier payment run, and the processing time of valid invoices with incorrect details is reduced. Appropriate fraud, risk and process compliance protection is in place.

Introduction.

Allscripts is a global healthcare IT solution provider, delivering solutions that connect people, places and data in clinical, operational and financial communities, with the ultimate goal of empowering caregivers to make better decisions and provide better care. They provide hospital and health management systems including electronic health records (EHR) and solutions around population health, precision medicine and financial management.

Headquartered in Chicago, Allscripts has regional Accounts Payable payment centers in multiple US cities and an AP Support team providing invoice data entry in India.



The challenge.

The Accounts Payable team processes around 36,000 supplier invoices to the value of \$688 million annually. The team used to rely on manual checking to identify overpayments. However, this was periodic and always retroactive, meaning they had to make further efforts to attempt recovery.

The team used to rely on manual checking to identify overpayments, which was periodic and retrospective and led to costly recovery attempts. As a growing organisation, Allscripts recognised the need to mitigate their risks. Their ERP did not detect all types of supplier and invoice issues, and they had too few resources to continue manually. They searched for an automated solution with the following capabilities: Analysis of transactions across operating units and payment sites, evaluation all suppliers, protection from overpayments and identification of process improvements.

The resolution was to implement FISCAL's software, providing the team with all the above capabilities. It allowed the team to check invoices before payment and detect risks, allowing the team to see where improvements were needed.



The solution.

Allscripts chose to implement FISCAL's AP Forensics solution in 2013, to provide the team with an automated and preventative approach to checking for duplicates and other irregularities in supplier details and proposed payments.

To build on the benefits the solution achieved for the business, Allscripts transferred to FISCAL's P2P risk management solution in 2019 to add more powerful forensic and AI-powered analysis. This solution finds more risks and has a streamlined, more intuitive user interface. The Senior Disbursements Specialist at Allscripts said: "Since we transferred to NXG it feels like someone is doing the work for me."

All new and amended transactions are extracted from Oracle Financials, loaded into our software solution and analysed each night. This produces a short, prioritised list of high-risk transactions that can be reviewed daily and, most importantly, takes place before the supplier weekly payment run takes place.

FISCAL's software meets Allscripts' requirements of finding and preventing overpayments and other risks throughout the distributed AP teams, and supports P2P process improvements at corporate headquarters.

Benefits.

- Safeguarding working capital and supplier payment processing costs.
- Protection from fraud and compliance breaches.
- Forensic examination of data revealed invoices being received and paid at multiple locations, and recurring invoices with date issues that prevented payment.
- Potential overpayments identified before payment run.
- Time savings, with teams no longer manually searching for duplicates or chasing suppliers for credit notes and refunds.
- Assurance to senior management that fraud protection is in place.
- Data entry identified as the main source of invoice irregularities, leading to process improvements.
- Better supplier relationships from fewer duplicate payments.
- More accurate invoice and supplier information.

"Across the areas of duplicate payment prevention, time savings and process improvements we have seen an excellent return on investment and are confident that FISCAL will continue protecting Allscripts' working capital into the future."

Director, Finance
Allscripts Healthcare Solutions, Inc.



Summary.

ERP SYSTEM
Oracle

Number of Invoices
36,000 per annum

Value of Invoices
\$688 million per annum

Industry
Healthcare IT

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FISCAL Technologies provides forensic AI-powered software and services that empower finance teams to protect their organisational spend and eliminate supplier risk.

Our award-winning, cloud-based software is used to find duplicate payments, defend against fraud, automate manual processes such as statement reconciliation, optimise working capital and provide trusted reports. We check every invoice and every supplier, every day.

Leading private and public sector organisations have trusted us since 2007, and we now guard £340 billion in spend per year.

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