

NHS Trust achieves 1000% ROI by preventing incorrect payments and improving process efficiency

Challenge

With 145,000 supplier invoices paid a year and duplicate payments going undetected, UHS needed greater control over its payment issues and processes.

Solution

Using FISCAL's forensics solution to first retrieve historical overpayments, then preventing potential duplicate payments before they occur.

Results and Benefits

Significant ROI immediately, £50,000 in duplicate payments prevented in five months, increased productivity and efficiency.

Introduction.

University Hospitals Sussex NHS Foundation Trust (UHS) is an acute teaching hospital serving a large community in Sussex and the South East. Working across two sites in Brighton and Haywards Heath, the Trust handles more than 750,000 patient visits with a budget of approximately £535 million a year.



University Hospitals Sussex
NHS Foundation Trust

The challenge.

UHS's Accounts Payable team of 5 processes 145,000 invoices a year to a supplier base of 900 accounts. Research from the IIA indicates that large organisations typically pay up to 0.1% of their invoices twice. This put an estimated 145 invoices at risk of duplicate payment.

Even with good AP systems and processes, the Trust was vulnerable to overpayments and duplicate invoices. Oracle did not provide the analysis needed to uncover where the mistakes happened, while OCR technology could not reliably detect the payment issues resulting from misreadings. UHS used recovery auditors to help address the issue, and while recovered revenue results were favourable, it was disruptive to the department, retrospective, and expensive.

The Trust needed a solution that was easy to use, saved time, brought the AP audit and recovery process in-house, stopped duplicate payments at source and provided insight into where and how duplicates occur.



The solution.

After initial discussions with FISCAL Technologies, UHS decided to proceed with a proof of concept exercise by submitting two fiscal years' worth of data - even data already analysed by recovery auditors.

The final report revealed a number of duplicate payments that paid for the software and called into question the use of external auditors as a principle means of finding and preventing duplicate payments and fraud.

UHS selected FISCAL's forensic software for its ease of installation and immediate return on investment. FISCAL's solution requires no direct interface to the Trust's Oracle system, so no assistance from the IT department was required. After an upgrade to V5, the AP team is able to access the solution via web browser.

Benefits.

- Recovery of historical payments, totalling several times the cost of the software within the first month of use.
- Prevention of a further £50,000 from being paid twice over the subsequent five months.
- Addressing or deletion of suspect payments prior to the monthly payment run.
- Superior detection and management functionality, allowing AP teams to monitor invoices, VAT payments and master supplier files more closely.
- Strengthened internal controls without the need for additional resources.
- Achievement of the primary strategic goals of demonstrating financial responsibility and stewardship.
- Increased productivity and efficiency gains, funding ongoing investment in improving patient care.
- Compliance with both internal and external finance rules and policies.

"At first I was a little unsure about FISCAL's claim that we would discover duplicates in a very short space of time. But I have to say, on the very first run we found duplicates and errors that would never have been highlighted by our current system of checks."

**Jo Gander, Payments Manager,
University Hospitals Sussex
NHS Foundation Trust**

Summary.

ERP SYSTEM
Oracle

Number of Suppliers
900

Number of Invoices
145,000 per annum

Industry
Healthcare



t: +44 (0) 845 680 1905

e: smarter@fiscaltec.com

w: www.fiscaltec.com

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.

Copyright 2024 FISCAL Technologies. All rights reserved. The FISCAL Technologies and NXG Forensics names, logos and taglines are trademarks of FISCAL Technologies.

Document ID: University Hospitals Sussex NHS Foundation Trust Case Study Jan 2024