

PREMIERE MEDICAL RESOURCES GAINS EFFICIENCIES AND FLEXIBILITY FOR GROWTH WITH NETSUITE AND SIKICH, INC.



Premiere Medical Resources is a management service organization (MSO), managing physician offices. They manage every aspect of the office for the physicians so they are independent physicians groups. Services include billing, electronic medical records, IT, marketing, HR and benefits as well as all the financial aspects.

One of their largest clients, Unity Health Network, is an independent physician group of about 120 physicians. Premiere Medical Resources handle all of the services and over see the finances. Additionally, they also oversee another PSO entity, a physician hospital organization. Clearly, this is a lot of data to handle and maintain.

THE CHALLENGE

Unity Health Network continued to grow and add new physicians, all billing under one tax identification number but functionally financially independent. Premiere Medical Resources had an old accounting system that did not accommodate managing twelve different sets of books to keep track of all the different entities. When all these books didn't speak to each other, it created an excessive amount of manual processes and data entry every month, headaches for the financial team and inefficient work days at the office.

What does this look like for four accountants? Financials were done by the 15th of the month. That meant two and half weeks of manual labor to finish month end reports and get all the data they needed for them. They had those two and half weeks to get the financials done. Bottom line, it was extremely time consuming.

Premiere Medical Resources needed something that would be flexible for the growth of Unity Health Network. It started out with only 40 doctors and had grown to 120. They knew to continue to manage it, they had to have software that would adapt and be flexible for what we were doing in the department.

To meet these challenges, Miller recruited their IT department to help find the software vendors. After deciding which three solutions they wanted to see, they reached out to vendors to see what they had to offer and if it would meet their needs. They came back to Sikich because of their pleasant history of working with them.

THE NETSUITE SOLUTION BRINGS GREAT RESULT

Within a two month time frame, the decision was made to move forward with Sikich, Inc. and NetSuite. Premiere Medical Resources wanted to get it implemented before January of 2016. They acted quickly to take advantage of pricing incentives to sign before the end of second quarter and get the project rolling.

Before NetSuite Miller and her team had to log in and out of twelve databases. Now they just log into one. As you can imagine this has had quite an impact on their day! The old software was extremely slow. One might even say painful. When producing financials, depending on the amount of data in that cost center, they could wait upwards of 30 minutes or longer for a report to run. They no longer have to endure the tic-tock of the waiting clock.

They have been able to utilize NetSuite to gain efficiencies in other areas as well. Since they do a lot of what they consider inter-company invoices and payables, customizations were built to do it for them

"Everything has been very positive with the team I worked with at Sikich. I had no issues whatsoever. They made sure we were on track with everything and did a lot of pretty good training. I think our organization is pretty complex. They were really good about understanding our organization and what we were trying to do so that we were trained properly. So, overall the experience has been very positive."

"We have saved an immense amount of time switching to NetSuite. We are probably going to save the equivalent of a full time employee."

Michelle Miller,
Director of Finance
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"Having Sikich come out and understand our organization made a difference. There was history and knowledge of how the organization works so it was easy to quote the project appropriately versus the other vendors that took a pretty extensive amount of time to understand what we were doing."

"You are a very reliable organization and client service oriented. I would highly recommend working with you in the future and for any new company who hasn't worked with you before."

"NetSuite is very user friendly and customizable. It is making us rethink a lot of our business processes. We can make NetSuite do whatever we want it to do. So now we have to determine which is the best workflow and business process with all the capabilities we have now. There is an investment upfront but it will help us perform more optimally."

Michelle Miller,
Director of Finance
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to avoid the duplication of work. They also heavily utilize the memorize transactions in NetSuite. Even though they have to do manual data entry to get the numbers in, or do an excel import, it allocates it a lot faster than what their old software did. Before NetSuite they had to manually enter the data then wait for the system to process it. Now it's just an automatic entry. When they hit process, it's simply done. What's the operational impact? They've said good bye to journal entry reports that took 20-30 minutes to run, leaving them in a holding pattern unable to work on anything else until it was fully processed. This was a further detriment to productivity as it had to be replicated in each data base for whatever the overhead allocations were.

The gained efficiencies have allowed Premiere Medical Resources to bring in a new team member to scan invoices, do more importing of vendor bills rather than data entry, and other areas like analysis. Another benefit for Miller is the convenience of a blank check stock to print away on the days she pays bills.

Premiere Medical Resources also utilizes an outside accountant to consolidate all the entities into one tax return at the end of the year. This was a time intensive process to get nine different sets of financials, input into excel and create one file for a tax return. Now it will be easy for everything to be consolidated in NetSuite to have information.

When you are implementing new accounting software, your IT partner is just as important as the solution you select. Premiere Medical Resources and Sikich have been successful in continuing a long term partnership. The thing that Miller highlights the most is availability. She acknowledged the importance and appreciation for the Sikich team always being available whenever they had a question. The availability and expertise was always good. You should be able to email or call your IT partner at any time.

If you know your current processes are very manual and not up to date, Miller recommends reaching out – knowing there has to be other solutions to make your life easier. You might not know the direction you need, but there is always connections within whoever you talk to. They will point you in the right direction to see what options are out there to help you increase your efficiencies.

ABOUT US

Sikich is a national technology consultancy with a single-minded focus on improving business performance by deploying best-fit technology solutions. We help our clients understand "what could be", help them set priorities, and take responsibility to deliver transformative digital strategies.

