

SUTIAP PROVIDES NELC FULL CONTROL AND GRANULAR INSIGHT INTO THE ACCOUNTS PAYABLE METHOD

“ *SutiAP has entirely improved the accounts payable methods in our business. The solution has enabled the team heads to search for invoices quickly. Plus, it is easy to access and upload the invoices into the system from anywhere. It has played a pivotal role when our employees are working remotely. There are no more delays that we were facing before using the platform..* ”

*-NELC Group*

### Hindrances!

Previously, NELC was using an accounting system which lacked a robust document imaging. The organizations had to store paper files for every supplier record. Employees wanted to access



Headquarters  
South Portland, Maine

Founded  
1987

Company Size  
201-500

Industries  
Hospital and Health Care

### About the Company

New England Life Care (NELC) is a non-profit organization providing pharmacy service suppliers and infusion therapies at home whenever you need. The clinicians' tracks all the advanced home care plans to offer the best result. Also, they collaborate with other insurance providers for a stress-free care management process.

the records depending on the stage of the procedure. Hence, there was a lot of movement of these files between staff desks and cabinets. Without intuitive AP tracking software, it led to unnecessary delays and interrupted processes when documentation was required.

Moreover, there were shortcomings in regard to assessing invoices and its volume by location. Several location shared suppliers and reconciliation became a critical issue trying to match invoices with supporting documentation and routing it to the correct employees for examining and payment purpose. The time taken in order to process an invoice intended that the present liabilities were not upgraded and the cash flow was not proper as the business would want it to be.

Using paper-intensive methods obscured insight obstructing financial management. Also, it generated an ineffective work environment for lost invoices, missed deadlines, and human error.

## Making the Transition to SutiAP

The company was searching for ways to change the technique of managing invoices into a scalable end-to-end process. With the goal of developing a centralized method that workers can

manage easily, NELC started choosing various options to perform it in a straightforward manner. After they checked out other options, it became clear to them that SutiAP would fit the best for their team's existing procedure.

The employees can easily pull up the invoices and match it to the accessible details like contract pricing terms. Later, they can settle whether it's alright to make the payment. If there are any missing details, the invoice can be flagged for further follow-ups, or it gets moved to an okay to pay status. Once the invoice is paid in the system, the task is shifted to complete status. With such clear-cut methods and ability to monitor in which stages the invoices are, reconciliation becomes quicker and appropriate than ever before.

The robust features helped the business in handling huge volumes of invoices/payments. Also, the payment processing time got minimized from nine hours to around thirty minutes. OCR allows automation of redundant activities like data entry with RPA technology in the invoice processing and can manage a bulk of data entry tasks in a few minutes.

It became easier for them to convert documents digitally into any format and make it editable. In addition, it can combine with other technologies like artificial intelligence to provide multiple options for handwriting, font, and data in table/images forms.



## SutiAP Features Liked by NELC

- Ease of use
- Faster approvals
- Customization
- Customer support
- Eradicates payment errors

*“ Our staff were spending 45% of their time performing data entry and keying in the invoices. The entire process took a lot of time. But now, the SutiAP application has eliminated a lot of it and we are happily saving more than 55% of our time in accounts payable. ”*

