



90% TOUCHLESS PROCESSING RATES

University of Oklahoma Health Sciences Center achieved touchless processing rates of 90% with ElevateAP after replacing an under-performing AP solution.

AT A GLANCE

CHALLENGES

- Previous certified solution was not delivering desired OCR rates ~ 40-50% at best
- Previous certified solution was delivering little to no touchless processing
- Integration was batch posting 3-4x per day

BENEFITS

- OCR rates of over 98%
- Steady-state touchless processing as high as 90%
- Touchless processing SLA of 60%

The University of Oklahoma Health Sciences Center (OU Health) has always had a goal of improving efficiency across the organization. With more than one million patients a year, efficiency without sacrificing performance is an absolute must and their AP processes were no different.

OU Health was quick to adopt an AP Automation platform in hopes of alleviating some of the workload their AP staff was experiencing. Sadly, their first AP Automation platform did not meet their expectations.

Their AP Automation platform at the time was only returning between forty and fifty percent OCR with no touchless processing. This meant that the AP department was still heavily involved with each invoice and manual steps were still needed to process invoices. On top of that, they noticed that invoices were being sent in batches, just three to four times a day. This delayed the approval process and reporting which drove OU Health start looking for other providers that could meet their high expectations for AP Automation.

After having a negative experience with their initial AP Automation selection, OU Health had redefined their needs in a new vendor. First, they wanted a Workday Financial Management Select Partner that had an instant integration to eliminate the batch issues of the previous provider. They also wanted a software that has a track record of successful implementations and high OCR rates. Lastly, they wanted a program that could eliminate the manual touches required to process invoices.

They were shocked to find a software provider that met all their requirements. With an SLA of 60% or higher touchless processing, Ascend made OU Health feel like their expectations were possible. OU Health partnered with Ascend and never looked back. Their implementation went to plan, and they immediately recognized a 59% touchless processing rate at go-live. In the months to follow, Ascend's team helped OU Health to continually improve their efficiency to hit an astonishing 90% touchless processing rate.

