

Inworks AP Management Builds Revenue and Supplier Participation at EAMC

East Alabama Medical Center is a nonprofit institution with annual expenditures of \$115 million. It has been continuously accredited by the Joint Commission since 1959 and ranks among the nation's top 10 percent of healthcare organizations for patient satisfaction.

Challenges

EAMC had been using a virtual credit card payment system for two years when *Inworks*® offered to examine the hospital's AP process to determine whether it could improve results. Although EAMC's current program showed better than average success in building supplier participation, its lack of alternative payment options ultimately limited the number of suppliers willing to enroll.

Solution

EAMC contracted with Inworks to provide a strategic AP plan and automation platform that would maximize efficiency and reduce expenses while appealing to more suppliers. The Inworks healthcare finance specialists thoroughly examined EAMC's AP processes and designed a strategic plan based on their specific needs. Its technologists quickly implemented Inworks' automated payment system and successfully managed supplier contact and onboarding on the hospital's behalf — all without placing any demands on EAMC administrative time or resources.

Results

\$10 million increase in portion of total supply spend processed through e-payment.

Within six weeks of adopting the Inworks AP automation platform, EAMC experienced significant expansion of its invoice rebate program, including:

- The expenditures represented by participating suppliers increased more than 8%, reaching a total of 30% of Supply Spend
- The number of participating suppliers increased by 6%
- Seven major national suppliers, each representing more than \$1 million in annual expenditures at EAMC, were added or retained by Inworks' solutions



“Inworks has special skills and technology to secure and retain even our largest suppliers. Bottom line, the people at Inworks understand and care about our needs and performance, and work hard to earn our business every week—everything you would want in a partner.”

MEGAN THOMPSON
EAMC Accounting Manager

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