

CUSTOMER STORY

Orthodontic Service Organization Automates Accounts Payable



Orthodontic Partners delivers accounting and administrative services to orthodontic practices across the country, allowing them to focus on their core competencies.

Based in Grand Rapids, Michigan, this orthodontic service organization supports 30 practices across 15 states. The company's mission is to bring together leading business and clinical minds to build a better orthodontic partnership model.

Matt Sanders is an accounts payable (AP) specialist at Orthodontic Partners. He handles AP duties for multiple practices, including receiving and processing invoices.

Orthodontic Partners

 **Matt Sanders**
Accounts Payable Specialist

 NetSuite  Healthcare

Challenge

An antiquated and manual approach to the accounts payable process resulted in inefficiencies and human errors.

Solution

AvidXchange empowers NetSuite users with a full-service invoice and payment processing solution.

Results

AvidXchange centralized the AP process by providing anytime, anywhere access so 30+ offices now can review and approve invoices.



Outdated Manual Tasks Slow Down Payables Processes

Sanders is an AP veteran who was excited to join an organization that prioritizes technology in its finance department. In his experience, before automating the AP process, Sanders would process and print 100+ invoices a week, which he'd then mail to a central accounting location in another state where a colleague issued checks. Physical files were stored there in banker boxes, inaccessible to teammates who worked at other locations.

Additionally, Sanders mentioned that manually routing invoices for approval was often difficult, as approvers sometimes worked in different offices or traveled frequently. Human error due to the manual process caused significant delays along with checks getting lost in the mail.

“Years ago, a company would have a giant machine that folds and stuffs invoices and payments. Then they would go through a postage machine. Now that has been eliminated through automation.”



AvidXchange and NetSuite Support AP

Orthodontic Partners uses NetSuite as its Enterprise Resource Planning (ERP) System. It made sense for the company to choose AvidXchange for NetSuite since it enables the team to make payments without leaving NetSuite.

“With AvidXchange for NetSuite, I have so much information readily available that I don't have to go searching somewhere else,” said Sanders.

AvidXchange empowers NetSuite users with a full-service invoice and payment processing solution. This includes 2-way or 3-way purchase order matching, streamlined invoice approval workflows, cloud-based accessibility and the ability to pay suppliers, all without leaving NetSuite.

AvidXchange's integration with NetSuite connects the two solutions and enables the sharing and syncing of data from one to the other, including invoice images and expense line items.

“Having our AP solution integrated within NetSuite keeps it all together. Both platforms are very easy to navigate.”



Centralized, Automated AP Promotes Productivity

Orthodontic Partners' AP system is paperless and highly efficient, which is essential given the AP complexity it experiences as a multi-entity organization. “The centralization we experience with AvidXchange keeps thousands of weekly invoices easy to access.”

With paper removed from the process, Sanders spends less time filing and storing documents. Thanks to AvidXchange's anytime, anywhere access, teammates across 30+ offices can view and approve invoices, which increases visibility and speeds the approval workflow.

“With manual processing, it takes much more time entering data, storing, getting approvals, etc. With automation, we can get more accomplished, and we get quicker results, which allows us to deal with other expected and unexpected situations that arise.”

Overall, Sanders can process invoices and make payments faster with AvidXchange for NetSuite, freeing up time to address other responsibilities. “We get more tasks accomplished, which gives us more time to get to other strategic business initiatives we wouldn't normally have the bandwidth for,” he shared.