

Alithya 

Your Business Transformation -
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CUSTOMER SUCCESS

**Adelante
Healthcare,
Inc. (AHC)**



CASE STUDY

Adelante Healthcare, Inc. replaces manual, spreadsheet-driven processes with an integrated, end-to-end Oracle ERP and EPM solution for tremendous time savings that can now be spent on strategic analysis. With help from Alithya, Adelante executed ground-to-cloud migration and continues to utilize Alithya's managed services for day-to-day support, release management, enhancement and optimization initiatives.

In 1979, a group of dedicated community members in rural Surprise and El Mirage, Arizona discovered that the healthcare needs of local farm workers were going unmet. These concerned citizens decided to join forces and apply for federal funding to build a community health center in El Mirage.

"Alithya has been great — a huge source of support for us and very easy to work with. We can rely on them for assistance in a timely manner. Prior to Oracle, we were getting by with manual processes, but now we can execute on our strategic initiatives with the time savings and not having to worry about system sustainability."

- Angela Robinson
Chief Financial Officer AHC

The following year, a grant was awarded to establish Clinica Adelante. This formed the roots of Adelante's belief in sustainable healthcare and its ongoing mission to provide for those in need of quality healthcare. Today, Adelante Healthcare offers behavioral health, family medicine, pediatrics, women's health, dental, lab, nutrition, and community services.

Currently operating 9 health centers throughout Arizona, Adelante serves and cares for communities through accessible, sustainable, and affordable healthcare for patients of all economic backgrounds.

Why Alithya

Affordable Expertise

AHC selected Alithya for its healthcare and Oracle Cloud ERP and EPM expertise as well as specific experience with migrating healthcare organizations from Sage to Oracle cloud.

"Alithya's support throughout the project was dynamic and adaptive. Their experts clearly are well-trained with a good mix of skills and knowledge of practical solutions to successfully implement and automate our supply chain management."

- Laura Rood
Purchasing Manager AHC



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The Business Challenge

Outdated System, Manual Processes, Disparate Information

Adelante Healthcare, Inc. (AHC) is an independent, not for-profit (501c3), Federally Qualified Community Health Center located in Maricopa County, Arizona. Maricopa County is a vast and diverse underserved area including densely populated metropolitan Phoenix (the fifth largest city in the US) as well as extensive open land. It houses over four million people – more than half the state's population. The demand for health services in Maricopa County is dramatic and growing rapidly. Currently, more than 11% of county residents lack health insurance of any kind. Older residents have trouble finding providers who accept Medicare, and AHC is well-equipped to address this growing need.

AHC was also utilizing Microsoft Excel as its primary reporting tool. This made it challenging to accommodate frequent new reporting requests and was time-consuming and manual. The risk of reporting on inaccurate data was real. Lengthy data processing times and redundant procedures prohibited a timely close process and the ability to analyze monthly performance. The possibility for human error was high with data disconnects and manual processes increasing overall risk to their controls environment.

AHC sent an RFP to about 10-15 different vendors and ended up narrowing it down to three vendors, including Alithya. "Alithya wowed us with demos and healthcare expertise and provided strong and impressive references," says Robinson. Alithya's RFP response included eight healthcare references



In 2018, AHC served more than 200,000 patient encounters with ambitious plans for growth. But its infrastructure was bursting at the seams. Utilizing an outdated, 10-year-old, on-premise solution from Sage software, AHC relied mostly on manual, spreadsheet-driven processes for purchasing, project-based accounting, supply chain management, requisitioning, and more. The finance team spent countless hours manually logging data and then attempting to reconcile it at the end of the month. "Our previous system lacked the critical technology that we needed to support our tremendous growth," says Angela Robinson, chief financial officer for AHC. "We had been utilizing the Sage system for about 10 years and had outgrown it. We had no electronic procurement and were too dependent on paper processes. It was time to make a change," Robinson adds.

and demonstrated experience in converting other healthcare organizations from Sage to Oracle Cloud. "We appreciate Alithya's approach which is very hands-on. They have a team of experts that understands the accounting concepts, not just the technical parts of the implementation. We felt that Alithya had all of the expertise we needed for a successful implementation," continues Robinson. Additionally, Oracle would be a good fit for AHC. "We determined that Oracle would be the best solution for our organization, and Alithya came very highly recommended from the Oracle sales rep," says Robinson. "Alithya's implementation quote was also less expensive than other Oracle partners who submitted an RFP response," adds Robinson.



THE SOLUTION

Oracle Cloud: Cost Effective and Robust

AHC selected Alithya to implement Oracle Cloud which is not only cost effective and offers the most robust solution to replace the manual process, but also allows AHC to leverage Oracle's newest ERP and EPM software.



AHC's project kicked off on-site, but because of the COVID-19 global pandemic, Alithya deployed the next phases of the solution remotely which speaks to the flexibility of the implementation team. "Our implementation was not overly complex — it was just a matter of processing transactions in the integrated system and addressing the learning curve with going from no system to a system such as for purchasing," says Robinson. The Oracle system is now integrated with bank statements. "The team is loving the integrated banking," says Robinson. "In the future, we would also like to integrate payroll and patient EMR billing and revenue cycle."

When asked what the project's biggest challenges were, Robinson was candid: "I suppose it was challenging to balance our regular work with the implementation, but the Alithya team helped us through that. The team was available all hours of the day from the early morning to late night and spent a lot of time with us on training." An additional challenge was converting Grants data into the Projects module within Oracle. "We previously had a segment in GL for the Grants data, and now it's integrated into the Projects module — there was a learning curve there," says Robinson.

The Oracle Cloud implementation included the following components:

Oracle Cloud Applications

- ▶ General Ledger, Accounts Payable, Cash Management, Fixed Assets
- ▶ Self-Service Requisitioning, Procurement
- ▶ Punch Outs with EDI through Oracle Supplier Network
- ▶ Project Portfolio Management, Grants Management, Project Costing, Accounts Receivable (Project Billing)
- ▶ Planning and Budgeting

Data Conversions

- ▶ GL Balances
- ▶ Open AP Invoices
- ▶ Open Purchase Orders
- ▶ Unreconciled Payments
- ▶ Projects/Awards
- ▶ Customers/Sponsors
- ▶ Suppliers
- ▶ Fixed Assets
- ▶ Budget/Cost/Revenue for Projects

Integrations

- ▶ General Ledger, Banking Institutions
- ▶ EMR/Revenue Cycle
- ▶ EDI

Services provided by Alithya:

- ▶ Implementation
- ▶ Training
- ▶ Managed Services
- ▶ Bank Automation
- ▶ Release Management Services
- ▶ Procurement Help Desk
- ▶ Reports Training & Development

The Business Benefits

Time Savings of Over 80 hours a month

AHC's Oracle migration replaced manually driven spreadsheet tasks with more accurate, cloud-based technology. One integrated system provides more control, auditability, and workflow-driven approvals. By decreasing human touch points, data is now more reliable. "Because the system is cloud-based, we are not tied to our laptops for approvals through email, eliminating roadblocks," says Robinson. "EPM is a huge win for us — replacing our Excel-based budgeting and planning. There's such a benefit to having everything in one system. Before, we required a third-party add-on to accomplish what Oracle Cloud can do all in one system without having to maintain different programs," continues Robinson.

AHC utilizes Alithya Managed Services for ongoing support, enhancements and optimization initiatives, and release management services. "The support team has helped us out tremendously," says Robinson. "For instance, we needed to write a custom report that would pull in GL and sub-ledger data for our month-end process, and Alithya provided us with its proprietary GL drill-down report that meets our requirements and much more. Their Release Management Services not only educates us on upcoming quarterly releases, but also includes end-to-end system testing eliminating any impacts to our Production system," concludes Robinson.

Alithya is a North American leader in strategy and digital transformation. The company employs more than 3,000 professionals in the United States, Canada, and Europe. Alithya's integrated offer is based on four pillars of expertise: business strategies, enterprise solutions, application services, and data and analytics. Alithya deploys leading edge solutions, services, and skills to develop tools designed to meet the unique needs of customers in a variety of sectors, including financial services, manufacturing, renewable energy, telecommunications, transport and logistics, professional services, healthcare and government.

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AHC is experiencing time savings of over 80 hours a month:

- ▶ End of month financial statement production decreased from 4 days (32 hours a month) to just minutes. "We move the data over, and if the report matches the GL – we are done!" says Robinson.
- ▶ Bank reconciliation previously took 20 hours a month and now takes one hour. "Instead of processing the data, reviewing, reconciling, etc. manually, we have time to address reconciliation and digest the data," says Robinson.
- ▶ Electronic approval process previously took eight hours a week (32 hours a month) and has been eliminated with automated approvals. "If there was no PO for an invoice, our team had to email each person for approval, and now approval emails are automatically generated when there's no PO," says Robinson.

