

Customer Spotlight

A.T STILL UNIVERSITY SAVES 95% OF TIME WITH AVIDXCHANGE

Healthcare Educational Institution Seizes Opportunity to Automate in Expansion

Founded in 1892, A.T. Still University Health Sciences (ATSU) is a leading institution of osteopathic healthcare with over 1,300 employees and an average annual enrollment of over 3,100 students. Due to the increased interest in ATSU's healthcare curriculum, the university plans on opening an additional location in California. With major expansion on the horizon, made more complex and challenging by their multiple locations, ATSU needed to increase the overall efficiency of both its procurement and accounts payable (AP) processes.

"I wanted the university to implement something because we have been seeing tremendous school growth and, through it all, my procurement process has been overwhelmed with paper," says Corey Louder, the university's Director of Purchasing. "We were duplicating everything, filling out paperwork that would then go back into the system."



With another location coming online, Louder knew that his procurement department simply could not continue as it had. "If the university were to expand as planned, we would need to be much more efficient. It was critical that we find a better way," Louder says. That better way came in the form of AvidXchange.



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– Corey Louder, Director of Purchasing

Increased Visibility and a Seamless Integration with Accounting System

With new software came the stigma of daunting obstacles. Louder needed a solution that would be easy to transition without causing any interruption to their current processes.

Fortunately, AvidXchange integrates seamlessly with the university’s accounting system. The implementation was disruption free, and the benefits were both immediate and significant. “Stakeholders in the process now have access to information that they didn’t have before; order histories, for example. People can go back, look at a history, and see what was submitted through. Prior to AvidXchange, that was locked away in Finance in a completely different software that no one had access to. And unless we kept a copy of it in our filing cabinets, we didn’t have access to that data.” This new level of visibility allowed for Louder and his team to become more efficient and accurate in their roles.

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Maximizing Efficiency and Cutting 95% of Time

With AvidXchange enhancing their AP process and data that was previously inaccessible now readily available, Louder’s procurement team is processing vendor purchasing requisitions at a significantly faster rate.

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Superior Support with Rapid Response Time

Louder says, “Response time from the AvidXchange support team has been one of the biggest benefits we’ve seen and unlike we’ve experienced in the past. If I ever need support, I can count on a response in less than 2 hours.”

With a significantly more efficient AP process now in place, ATSU is well prepared to expand as planned. “Because of the automation we are able to process way more than we would have been. We could have added headcount, which would have done nothing for us except add more paper shuffling. Or, we could have gone with some software for \$30-40 thousand a year. Instead, we went with AvidXchange. And we couldn’t be more pleased.”