

Transforming AP Operations

Improving visibility, cutting manual work, accelerating automation

Presented By:



American Senior
Communities®



Welcome & Introductions



Carolyn Goodman

Director of Accounts Payable
American Senior Communities



Jeff Haller

Co-Founder & CEO
DataServ, LLC

Agenda

- Background: American Senior Communities
- AP History: Challenges & Pain Points
- Goals & Requirements
- Solution Overview
- Implementation & Rollout Strategy
- Metrics & Outcomes
- Key Learnings & Best Practices
- Next Steps
- Takeaways
- Q & A



How Automated is Your Accounts Payable?



- How many of you have AP automation already?
- Who's just thinking about it?
- Who's actively working on implementing it?
- How far along are you?



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AP History: Challenges & Pain Points

- Heavy reliance on paper: slow, error-prone, manual routing
 - 100% non-PO invoices
- Lack of visibility / transparency across AP processes
- Invoices being lost, late, or miscoded
- Each invoice touched too many hands before final storage
- Spending too much on Fedex and shipping costs

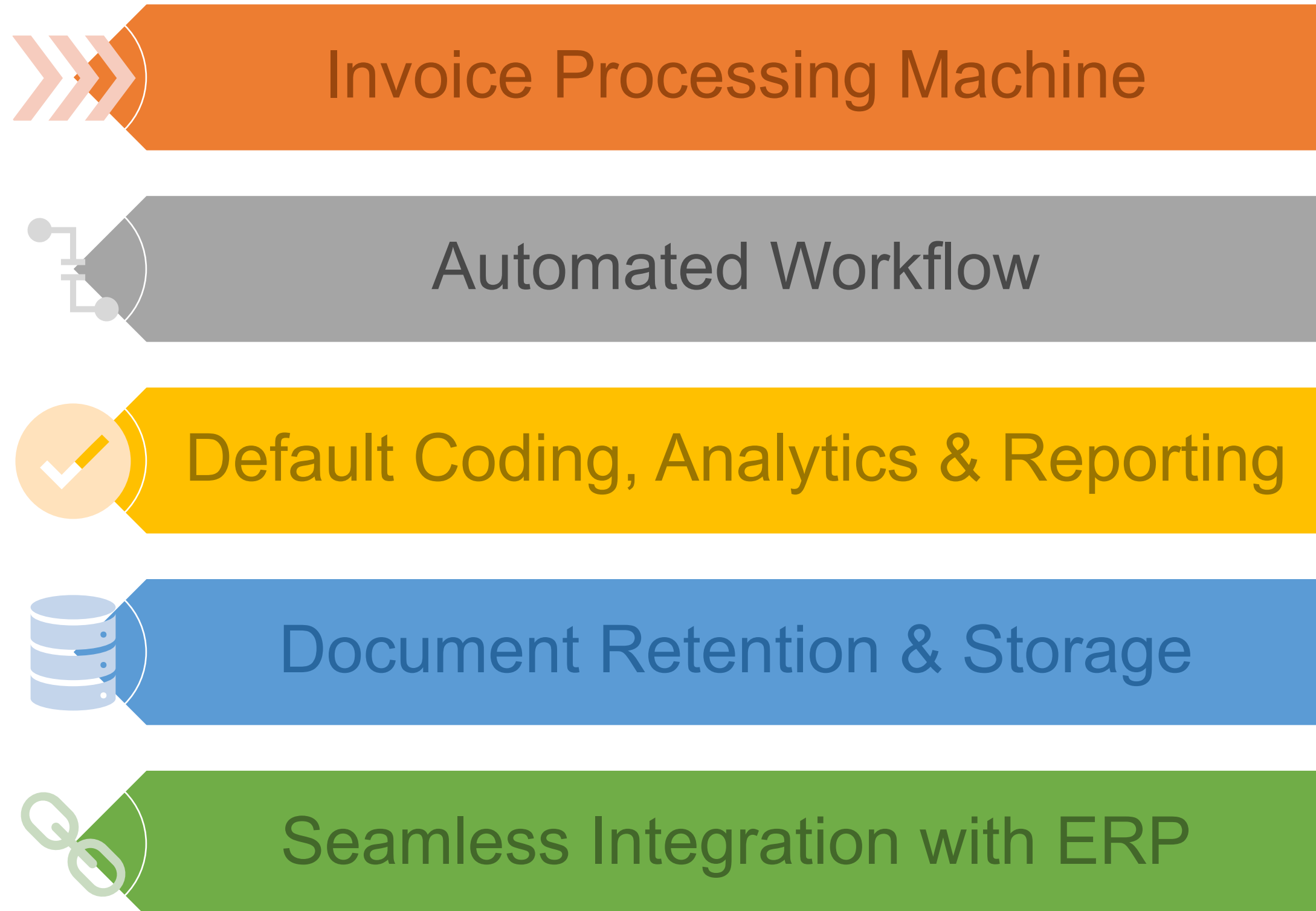


Goals & Requirements

- Integration with ERP: Microsoft Dynamics GP
- One central repository for all invoices
- A uniform automated workflow
- Reduce processing errors
- Accelerate invoice turnaround time
- Gain visibility to better manage liabilities and finances



Why DataServ Was Chosen





Implementation & Rollout Strategy

- Began with 6 pilot facilities for testing & adjustment
- In 3 weeks, from pilot to rollout to half of the 91 communities
- In 3 months, all 91 locations fully live on the new process
- Zero downtime during transition
- DataServ provided training and ongoing support during go-live

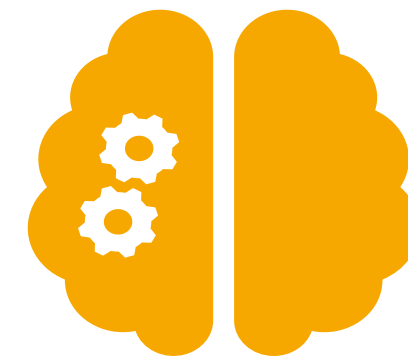
Metrics and Outcomes

50%

Shorter initialization and rollout than expected

155k

Annual invoices processed



Rapid decrease in turnaround time for invoices thanks to
Intelligent Data Capture

100%

Reduction in manual invoice processing



Key Learnings & Best Practices

- Pilot first, scale fast
- Tailoring + support is critical during transition
- Zero downtime is possible with careful planning
- Automation must be paired with good change management
- Visibility and data analytics empower decision-making
- Start with clear priorities

ASC & DataServ: A True Partnership



**American Senior
Communities®**

+

DataServ®



Caring People Make the Difference

Proudly Exceeding State Average for CMS Quality Rating!

Next Steps



- Monitor KPIs continuously (e.g. average processing time, exceptions rate)
- Leverage analytics for process improvement and forecasting
- Extend automation to new invoice types or other finance domains
- Continue change management and stakeholder engagement
- Use the success story internally / externally (marketing, internal buy-in)

Takeaways

- ASC transformed AP from heavily manual, error-prone to **fully automated** with strong visibility
- Achieved faster rollout (half the time), zero downtime, and **elimination of manual processing**
- Success hinged on a **phased rollout, tailoring, training, and dedicated support**
- The ASC experience is a powerful validation of **how AP automation can drive operational and financial improvements**



Questions & Answers