

Coordinated Health

Coordinated Health (CH) is a nationally recognized hospital and health care network. CH first opened its doors in 1987 as Sports Medicine Lehigh Valley. Back then, it was a sports medicine clinic serving Lehigh University's athletic teams and providing healthcare to local employers in the area, including UPS, Crayola, and Bethlehem Steel.

Today, over 25 years later, CH provides specialized healthcare in 18 locations across Eastern Pennsylvania and Western New Jersey, which includes specialty hospitals, ambulatory surgical centers, multi-disciplinary clinics, walk-in centers, and a rapid recovery suite. It now has over 100 physicians and physical therapists, with over 1,400 highly skilled personnel.

1,000+

NUMBER OF EMPLOYEES

ACCOUNTING SYSTEM

THE PROBLEM

Paper-Based Expense Reporting Process

The healthcare industry faces many challenges. Aside from keeping up with ever-changing health regulations, for-profit hospitals and health care networks must also face increasing operating costs while still providing superb health care for its patients.

This said, the most pressing challenge here comes in keeping costs low, and this starts from the inside—right within the heart of financial operations. Therefore, a modern and efficient expense management system is necessary for CH to function seamlessly within the finance department. As such, this improvement can have a ripple effect that definitely brings a positive impact to the whole organization.

CH had paper-based expense reporting process that had problems like lost receipts, lack of transparency and reimbursement process took 1-2 months causing delays and loss of productivity.

KEY BENEFITS

- Excellent Support
- Ease of Use
- Customization Friendly
- Cost Effective
- Inter-company Postings
- Comprehensive GP MEM Integration

THE SOLUTION

Marrying Efficiency and Cost-Effectiveness with a Seamless Solution

Coordinated Health wanted a solution that is simple enough for them to adapt to, while being able to cater to their organization's unique needs in terms of features and customization. In addition, they are also keen on having something that is cost-effective enough for their continually growing business.

CH looked into other expense reporting solutions and found Concur too complicated and expensive for their needs. Meanwhile, Expensify doesn't have the customization capabilities and specific features that their organization needs. And in comes Gorilla Expense providing them everything they were looking for and more. "Gorilla expense is the best of both worlds," says Scott Walters, Senior Director of Coordinated Health's Information Technology (IT) Department.

According to him, they converted from a paper-based system to Gorilla Expense's cloud-based system and their reimbursement turnaround time was reduced from 1 to 2 months to 1 to 2 weeks. Aside from this significant improvement to their process, they were also able to enjoy 100% visibility, with auditable approval chains and policies. Gorilla Expense was also able to directly integrate into their General Ledger.

The implementation of this new system was also flawless, as Gorilla Expense has provided amazing support that allowed them to make the change without any issue. Walter also praised the support Gorilla Expense provided, saying, "The free included support was one of the best I have ever experienced in 25 plus years of working with IT vendors from Sun to IBM to Cisco."

The IT Senior Director adds that even the transition to Gorilla Expense had been seamless. "We did trainings, but quite frankly, the website and app are so easy to use, you don't really need it.

Gorilla Expense was also able to directly integrate into their General Ledger. CH has Microsoft Dynamics Great Plains with Binary Streams' MEM Add-on for handling inter-company transactions.

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Gorilla Expense is so good that it's a bullet point on my resume. It is the best of both worlds (Expensify and Concur). [In addition], their support is one of the best I have ever experienced in 25 plus years of working with IT vendors from Sun to IBM to Cisco..



Scott Walters

Senior Director of IT, Coordinated Health

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Gorilla Expense has established itself as a boutique expense reporting service provider where we are able to handhold our customers by providing them outstanding support, implementation and customization services. In Scott's / CH's case, I was personally leading the implementation and he had access to my cell phone even after hours - This is the level of support we are committed to providing all our customers to ensure a smooth and a 100% on-time implementation success. We really appreciate the outstanding testimonial Scott has given us.



Pranav Kulkarni