



## New England Document Systems Provides the Answer to Software Implementation for Wachusett Healthcare

*Joe Lopatosky, Director of Finance for Wachusett Healthcare, had the task of finding an automated Accounts Payable process that would be a good fit for its varied operations. That success came from New England Document Systems.*

Wachusett Healthcare's operations were established in 2016 when it acquired several nursing homes. At the time, efforts were focused on operations and not on the back office. I was hired as the controller in early 2017 and worked with our then back office outsourced partner. I had previously worked in public accounting serving clients similar to those I now worked for. What I realized then is that although our system functioned, it didn't function well. We operated from several sites, and everything was very manual and duplicative. As part of transitioning the back office functions to inhouse, I first upgraded our GL software from QuickBooks. Our AP processes did not change, and it was always a "tomorrow" project due to a lack of time and resources.

In early 2020, the finance function of our company was no different than the majority of those out there in that we pivoted at a moment's notice to work fully remote. Our system in place allowed us to do this, but still didn't function well. We persisted, and months later we considered staffing adjustments. I told our CEO that the only way that we would be able to accomplish what he had in mind was if we automated our Accounts Payable process. He agreed to let me pursue this and report back to him. I was hoping to tackle this in 2021, but I knew the moment had come. It's funny – I'm sure

that automating AP is something that many people would think would be a natural progression and not uncommon. However, I was surprised and unsurprised at the same time as I struggled to find peers in my industry that had successfully gone this route. I reached out to our business partners and associations and had minimal luck. At last, I turned to Google and went down the rabbit hole. I eventually found a couple of companies that seemed like a good fit, and then looked a little deeper. At that point, I came across New England Document Systems and noted they were based in New Hampshire. This stood out to me as a local option, as we're in Massachusetts and Connecticut.

I met virtually with all three of the organizations that we narrowed it down to, which were based out of different areas of the country. The software options offered similar capabilities with different interfaces. The price ranges varied. I circled back with all of them. Ultimately, our decision came down to our feeling that we wanted to work with a company that we felt we could have a valued partnership with, as our organization has gone through a lot in its short period of existence. *We selected New England Document Solutions because we felt they would be the best fit with that regard.*

See the **RESULT...**

## The Result:

As with every software implementation, you get what you put into it. I had promised they would have my full attention and cooperation with respects to the implementation, and we delivered. We were set up in weeks, and the change was drastic and noticeable. We now had invoices at our fingertips and could give you an exact update on where everyone stood in the process. It has saved time and energy for multiple employees, as the process created accountability. It's sped up our AP processing; it's brought consistency, accuracy, and reliability. In doing so, it has enabled us to be able to close our monthly financials quicker. In identifying and turning around invoices quicker, we've been better able to minimize late fees and finance charges. Our GL system does have its limitations so we're not able to take advantage of everything that the software offers, but even with those limitations there's no turning back. We've been up and running with it for seven months at this point. When I look at the success that we've had, I only wish that we had been able to make the time to make this change sooner.

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## About New England Document Systems:

New England Document Systems has provided document imaging, process automation and storage services to the region's businesses for over 35 years. Their long list of satisfied clients includes small to mid-size firms as well as Fortune 500 companies in a broad range of industries, including medical, financial, business, retail and education. To learn more about New England Document Systems, visit [www.nedocs.com](http://www.nedocs.com) or call toll free at 1-800-340-1171.

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