

# EDI Services for Healthcare

## Optimize, Save Costs, and Improve Your EDI Maturity Ranking

### Improving Operational Efficiencies with EDI

EDI continues to prove its value by lowering costs and improving accuracy and business efficiency. Exchanging documents electronically improves transaction speed and visibility while decreasing the amount of money spend on manual processes. Even with all of its power, EDI is underutilized in healthcare. Why is this?

**Reason 1:** EDI exceptions have downstream impacts on several other areas of operations, including Purchasing, Inventory, and Accounts Payable.

**Reason 2:** When not operating correctly, EDI can cause PO's to not transmit and invoices to not interface, resulting in significant time to reconcile for buyers and AP staff.

**Reason 3:** EDI can be a major contributor to Received Not Invoiced (RN) problems as invoices can be transmitted by the vendor but not matched into the Infor system due to setup issues.

**Reason 4:** Most organizations do not have a dedicated EDI resource to proactively manage and optimize EDI.

### ROI's Supply Management & EDI Expertise is Unparalleled in the Infor Healthcare Community

ROI's Supply Chain experts can effectively diagnose, remediate, optimize, and support your EDI environment with Infor. Our proprietary assessment and simulated training products accelerate this process for Infor Lawson & CloudSuite. Our customized reports provide targeted visibility of errors, volume and type, and a ranking to help you prioritize areas of improvement including recommendations for *data substitutions*.



#### Assess Your EDI Maturity Against the "Perfect Score"

ROI's complimentary EDI Health Check program compares your error data, vendors, POs, and invoice volumes to the "ideal setup" and identifies gaps and optimization opportunities



#### Strengthen Your EDI Skills with Gamification

ROI delivers training sessions and offers our proprietary simulation software for clients to practice with their own data in a non-production environment



#### EDI Remediation Services

As a follow-up to the EDI Health Check, ROI supports clients by remediating errors and optimizing system configurations to reduce costs, gain efficiencies and improve peer rankings



#### EDI Subscription-based Managed Service

Due to limited resource supply / capacity to optimize and proactively manage EDI, ROI offers two tiers of managed services (full-time vs. fractional resources)

ROI Healthcare Solutions has been named Category Leader for Business Solutions Implementation Services in both 2018 and 2019, with a high-quality score of 90+, based on our work as a CloudSuite specialized Infor Alliance Partner.



## ROI's EDI Offerings Can Resolve Issues Across Departments

Benefit #1	Benefit #2	Benefit #3	Benefit #4
Decrease in Manual Processing & Costs 	Improve EDI throughput by increasing number of EDI Suppliers 	Increased Visibility & Reporting 	Accelerated EDI Maintenance and Repairs 

## Decades of Supply Management Efficiency Experience

### Our Collective Experience Sets Us Apart

- Deep functional and technical expertise related to Infor Supply Management
- Excel at system design & automation, including EDI, eliminating wasteful activities
- Consultants who have served as Supply Chain & Informatics leaders in healthcare
- Experience improving GHX ranking significantly for our clients
- Pioneers of "perfect EDI" assessment, training, gamification tools, and unique method of transmitting requesting location information via EDI for JIT distribution

### Quotes from ROI's Team

"I am excited by the ROI EDI offerings because I don't think the importance of EDI can be overstated. However, the benefits of EDI quickly deteriorate if the system isn't configured correctly and errors result. The "EDI Health Check" and subsequent remediation services are an answer to this problem; they can literally transform your EDI processes in a matter of weeks. The speed and accuracy of the results are unparalleled in the industry." – Ben Hougland, Sr. Supply Management Consultant

"It has been an honor to innovate with the EDI Health Check and collaborate to create such formalized comprehensive EDI offerings within our team. I'm so proud to launch a simple remedy to the complexity of EDI, to quickly repair and improve the flow and accuracy of Infor's EDI with suppliers and distributors. It is so incredibly rewarding to elevate clients' EDI, allowing them to join the greatest supply chains in the industry." – Jeff Lee, Sr. EDI & Technical Consultant



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Hospitals and  
Health Systems



info@roihs.com



678.270.2867

## Real Clients. Real Success.

### EDI Optimization: Nation's 13<sup>th</sup> Largest Non-Profit Health System with 30,000+ Employees

After a recent implementation of Infor, data issues were causing downstream issues across purchasing, inventory, and AP. 46% of ED40 records required for invoicing were missing, over 50% of Ship To accounts needed registering with GHX, and \$1.4 million per month of orders were failing EDI. During a 5-week engagement, ROI helped the client achieve the following results:

- Completed cleanse of the Infor EDI data to remove duplicates and ambiguous records
- Completed repairs to ED10 records
- Fixed more than 5,000 missing ED40 records and provided an immediate correction to over \$7M in pending EDI invoices
- Completed training
- Prepared system for Low Unit of Measure implementation
- Volume of automated transactions went from 32.27% to 83.60% after the cleanup effort was complete

### EDI Optimization: Non-profit, independent, integrated healthcare system headquartered in Fairfield, CA

EDI Health Check to identify solutions and quickly monitor EDI system by:

- Utilizing our expertise and cleaned up their EDI system and prepared them for EDI Invoicing.
- Leveraging the YNQ segment to allow for a more precise Auto-Receiving system capable of handling their high-volume distributor
- Training staff with a comprehensive User Guide packaged with software enabling staff to practice and learn EDI with their own data but without impacting their real EDI system.

Throughout this engagement, ROI was able to offer the following benefits to our client:

- EDI Starting Score: 6.0/10.0 to Final Score: 9.0/10.0
- Invoicing rating went from 0.9/10.0 to 9.7/10.0
- All accounts with distributor were enabled working including partial order quantities making Auto-Receiving exponentially more useful for the materials management staff.
- Inspired confidence in staff and increased their ranking on GHX's National EDI Provider Ranking



"We were very impressed with ROI's EDI resources and the tools they developed to help us assess which areas of EDI needed the most attention. With the training we now have the procedures in place to maintain our EDI and optimize our invoice to payment processes." – **Executive Director of Infor Integration & Optimization**



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