

The Customer

American Health Network

Industry

Healthcare Services

Number of Employees

1,600

Key Benefits

- * Better insights into the business using UltiPro's workforce analytics
- * Fewer paper processes
- * Web self-service for employees and managers

“Our success as a company depends on our physicians' success. With UltiPro's reporting capabilities, we can give doctors the tools they need to run an efficient office, see patients, practice good preventive medicine, and make a profit.”

Stacy Segal

Human Resource Consultant
American Health Network



Company Profile:

Serving more than 70 offices and 200 physicians in Ohio and Indiana, American Health Network provides a range of internal operations for its medical specialists, including accounting, payroll, human resources, legal, IT, payer contracting, and accounts payable. Physician owned and governed, this healthcare organization brings economies of scales to its group of doctors through technology, negotiated rates from insurance companies, and investment opportunities.

The Challenges:

For its human resources and payroll functions, American Health Network had been using two different systems, often resulting in duplicate information and double data entry. In addition to being restricted by limited functionality and flexibility, the company was paying substantial outsourcing fees—all for a service that did not fully meet its needs.

The Solution:

Looking to improve its HR, payroll and benefit processes, American Health Network began searching for an integrated, Web-based system. The system needed strong reporting features, capabilities and support for a paperless environment, and consolidated processes for HR, payroll, and benefits. After evaluating various options, American Health Network selected UltiPro delivered through Software-as-a-Service (SaaS) as its solution for end-to-end functionality.

With a rapid implementation, the medical group quickly began to experience the full power of UltiPro's reporting features. American Health Network now can provide its physicians with turnover analysis, staffing ratios within different practices, comparisons of pay rates among offices, and labor allocations for assigning staff to each physician.

UltiPro's workforce analytics can show overtime, average hourly rates, average hours worked, the number of employees by job title, and more. Plus UltiPro's reports enable the company to quickly and conveniently notify benefit vendors of eligibility status rather than providing notification by paper processing or manual data entry.

In UltiPro's user-friendly environment, managers and employees can access their current data through Web self-service as well as make permitted changes or benefit elections. In addition to delivering greater time savings, the streamlined solution eliminates the number of calls and amount of paperwork received at AHN's corporate headquarters.