



Softtek[®]

CASE STUDY | HEALTHCARE

**Physician services provider
reduces procure-to-pay
times by 60% with
procurement platform**

softtek.com





About the customer

One of the largest providers of physician services to hospitals, health systems, government entities, and in-home patient care, within the United States.



30MM+ patient encounters across the US



60K healthcare professionals



45+ years in the market





Business challenges

Our client faced a lack of visibility and delays processing and approving vendor and staff contracts and procurement requests, negatively impacting its ability to provide high-quality care with competitive healthcare costs.

1

Standardize and improve the management of IT expenditure.

2

Improve control and follow-up of supplier's contracts.

3

Increase procurement visibility and reduce accounts payable delays.





How Softtek comes into play

Softtek modernized our client's procurement processes with our end-to-end Smart Buy solution, including category management, source to contract, procure to pay, and invoice to settle.

Strategic approach

Developed a partnership to support vendor management, contract digitization, and IT procurement spend through a fully managed services delivery model.

Technical solution

Full ownership of contract digitization process (people, processes, and technology).

Relayed knowledge base through the standardization and complete documentation of business processes, including process maps, standard operating procedures, and business rules.

Provided experienced consultants and real/time flexibility through Softtek's nearshore delivery model.





Business impact

Softtek's SmartBuy solution streamlined IT spend, reduced contract execution cycle times, and eased the procure-to-pay process without compromising compliance.



60% time reduction in procure to-pay transaction completion.



60% reduction in contract digitalization and processing time.



100% compliance with internal contractual and confidentiality standards and processes.



Reduced long delays for contract renewals, eliminating additional late payment penalties.



ABOUT SOFTTEK

Founded in 1982 by a small group of entrepreneurs, Softtek started out in Mexico providing local IT services, and today is a global leader in next-generation digital solutions. The first company to introduce the Nearshore model, Softtek helps Global 2000 organizations build their digital capabilities constantly and seamlessly, from ideation and development to execution and evolution. Its entrepreneurial drive spans 20+ countries and more than 15,000 talented professionals.

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