



ABOUT PEOPLE'S CARE

Industry: Hospital & Health Care

ERP: SAGE Intacct®

Solution: Accounts Payable

Founded in 1998 and headquartered in Chino Hills, California, People's Care is one of the largest providers of residential, daycare, and supported living services for seniors and people with intellectual and developmental disabilities in California. The company provides services to over 1,000 clients and employs approximately 1,300 people.

BENEFITS AT A GLANCE



Accelerated invoice processing time



Improved visibility over critical AP information (e.g., invoices, resources, etc.)



Centralized approval process for district managers



PEOPLE'S CARE CUSTOMER STORY

TRANSFORMING AP INTO A FASTER, HIGHLY VISIBLE & MORE COLLABORATIVE OPERATION

People's Care is a privately-held organization that provides support and assistance to individuals with developmental disabilities and seniors. In such an essential and highly demanding industry, maintaining the efficiency and effectiveness of internal business processes, such as accounts payable (AP), is imperative to success. Esker's Accounts Payable automation solution – implemented in January 2020 – provides People's Care with a strong digital foundation that has delivered greater speed, visibility and productivity to the entire AP process, ultimately, improving supplier relationships and helping fuel the company's continued success.

END-TO-END SPEED & VISIBILITY

People's Care's previous AP process involved staff having to manually enter invoice data into the company's Sage Intacct® accounting system where it was then delivered to Bill.com for processing. On top of the manual legwork and bottlenecks, the lack of visibility and centralization made AP invoicing an all-too-often difficult process for the department.

Today, incoming invoices (all of which are submitted via email or postal mail) get processed electronically through Esker's AI-powered automation solution.

“ESKER PUTS EVERYTHING FOR US TO SEE IN ONE PLACE, MAKING THE AP PROCESS FASTER AND EASIER TO FOLLOW UP.”

CHRYSYAN GURROLA | AP MANAGER

“Not only has Esker streamlined our invoice process and improved the flow of invoices, it's also provided better insight into what's actually being allocated to some of the other departments,” said Bryan Maravilla, Vice President of

Information Technology at People's Care. “I've spoken with district managers who have actually said, ‘This is great. I now know exactly how much I'm paying for this facility,’ versus before where they weren't really in the know.”

Chrystian Gurrola, AP Manager, expressed similar enthusiasm regarding the company's newfound oversight, saying: “Being able to go to one place and pull up any history of invoices – whether there are notes on the invoices or copies – has been incredibly helpful. It's no longer necessary to have to log in somewhere else to find what you're looking for.”





**THANKS TO ESKER,
WHAT USED TO
BE COMPLICATED
IS NOW A
SIMPLE, TWO-
STEP APPROVAL
PROCESS.**

FACILITATING THE APPROVAL PROCESS

The added visibility has been particularly advantageous to the approvers (i.e., district managers) within People's Care AP department. Previously, there was no direct approval access for district managers to review invoices in Bill.com which meant, on average, three to five days for the actual supplier payment to go out.

"As an approver, Esker has really helped me see the flow of invoices," said Victor Lapaz, Corporate Controller at People's Care. "In AP, you have all these invoices and it's a matter of control knowing what expenses they are being billed to. Now, everything's in one place and there's a matrix. When it involves a higher amount than authorized, it automatically goes to me for final approval, then scheduled payment, debt preparation, ACAs or wire transfers."

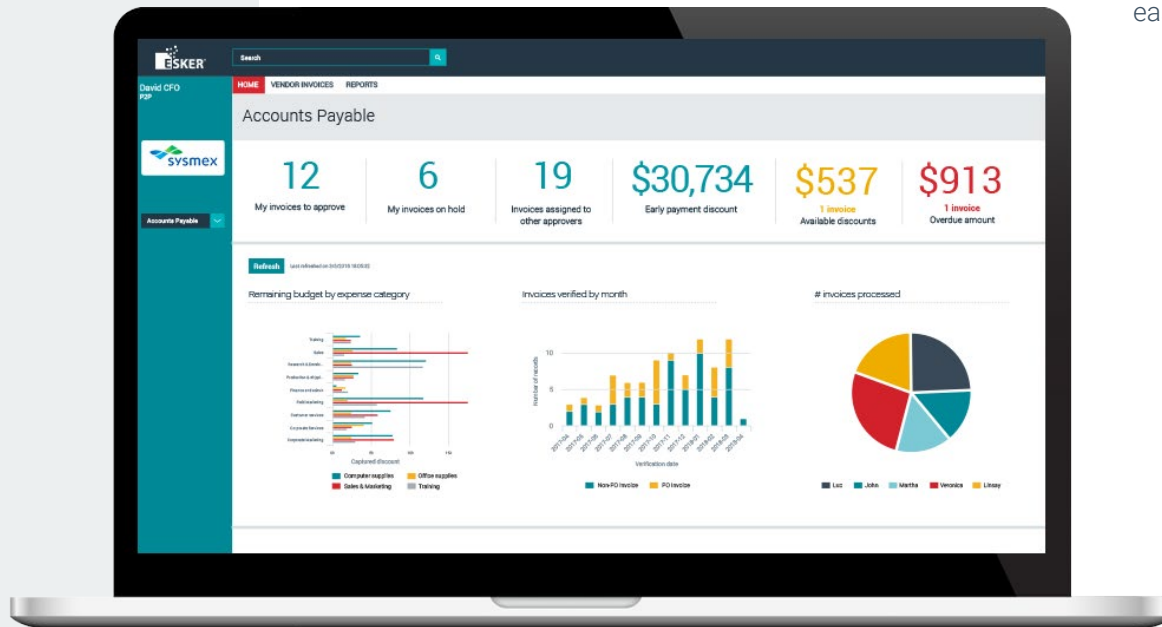
"WE'RE KIND OF SPREAD OUT FROM NORTHERN CALIFORNIA TO LAS VEGAS, SO ESKER HAS BEEN DOING GREAT IN TERMS OF SUPPORTING US WHILE WORKING REMOTELY."

VICTOR LAPAZ | CORPORATE CONTROLLER

LEVERAGING MOBILE CAPABILITIES

Certain AP team members within People's Care have also taken advantage of Esker's mobile invoice approval app Esker Anywhere™. Through the app, process and payment delays can be avoided when approvers are out of the office by delivering instant, on-the-go visibility into pending supplier invoices and/or purchase requisitions awaiting approval.

"The mobile app just makes everything even easier," said Maravilla. "Because of the familiarity of what the monthly occurrence should be for a particular bill, it's a quick and easy approval and I can get back to AP for processing."



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