



Industry

Healthcare

Overview

A not-for-profit health care organization offering health care services and health insurance plans for patients in Maine & NH and members in Maine, New Hampshire, New York, Pennsylvania and Vermont.

Results with Axiom EPM:

- Implemented consolidated financial reporting
- Established Finance as a valuable business partner to its lines of business
- Reduced time spent compiling reports from two days to an hour
- Owned by non-technical Finance team

“If you want a reliable system that is owned by Finance, that can produce limitless reporting, that is easy to use, and has the backing of a great support team, then Axiom is the product for you.”

— Kevin Mahoney, Manager Budget & Reporting



Setting the Stage

Martin's Point Health Care offers nine health care centers and three health insurance plans, employing 750 staff and generating \$500 million in annual revenue. Finance had a legacy planning and reporting system, but cumbersome and inefficient work flows coupled with the inability to perform crucial tasks like consolidated financial reporting led the team to evaluate other providers. Of the many options evaluated, only Axiom EPM offered the robust capabilities, ease of use and expert services and support the organization demanded.

Why Axiom EPM

Excel-based and owned by Finance

The transition to a new solution was eased by the fact that Axiom EPM is built on familiar Excel syntax. With minimal training, Finance and management teams were able to get the system up and running fast. Axiom EPM is also designed to be completely owned by Finance. The team can edit, create and run reports without having to pull-in IT. This independence from IT was a big change for Martin's Point. Says Wendy Flowers, Senior Budget Analyst for Martin's Point, “We had so much reliance on IT and external consultants with our old system to keep it running, but now we rarely have to contact them.

Efficient and limitless reporting

The capabilities of Axiom EPM allow Finance to work more efficiently, produce high-quality and credible reports, and spend more time on analysis instead of data compilation. Processes that used to be manual, such as consolidated financial statements, are now automated and take minutes to produce. Previously, Finance had a cumbersome process for creating monthly variance reports. They had to manually extract the data and then recruit their Informatics group for development help.

The reports were often not ready until late in the month. With Axiom EPM, Finance runs the reports without help and has reports out the door in a timely fashion. Says Mahoney, "It's a night and day difference in our reporting. We were manual before and now we're not, and that allows a lot more time for analysis." Axiom EPM also allows Finance to import data any time during the month, so they can perform analysis on results to date. As a result, Finance is a more effective finance partner to the lines of business.

What really sold the organization on Axiom EPM was its experience during the first budget cycle using the solution. Following a structured approach, Finance was able to present a credible report package to the Board Finance Committee earlier than it had in the past. With Axiom EPM, the Finance Committee stated it was the most thorough and credible report they had ever seen. "You don't get a lot of standing ovations in Finance," says Mahoney. "But our CEO and senior management team were quite impressed with the end product, and the fact that we could put together a credible and reliable budget that fast."

Expert and professional support

Unfortunately, Martin's Point had experienced what it's like to work with a product that was not easy to use and with minimal support. As result, the organization required its new vendor to have proven experience in its field and superior support. It found both in Axiom EPM. "We required a vendor who had a legacy of health care experience and

could deliver solutions for primary care, and the ability to look at productivity at the provider level," says Mahoney. "Axiom delivered all that and so much more." Adds Flowers, "The consultants were extremely knowledgeable about both the product and health care platforms. They were able to quickly connect our rather complicated model to how the system could best be used."

Martin's Point was also impressed by Axiom's commitment to offer exceptional support during and after the implementation, including three days of on-site system training. Says Mahoney, "Axiom's technology is phenomenal, but its biggest asset is its customer service. We are not just a number to them. We feel like we're part of the family."

Results

Martin's Point said goodbye to its cumbersome, inefficient and poorly supported legacy system and embraced the Axiom EPM platform. The organization is thrilled with its decision. It's taken consolidated financial reporting from a manual, time intensive process, to one that is quickly completed within Axiom and takes only minutes. Its reports are credible and high-quality, and are earning accolades from management and its Board. It receives outstanding system support from a vendor with proven health care expertise. Finally, its cut its reliance on IT. The Axiom EPM platform is so reliable and easy-to-use that Finance is largely self sufficient. In the future, Martin's Point plans to extend the use of the platform to include productivity reporting and explore other new features within the software.



Axiom EPM application offerings include:

- Budgeting & Reimbursement Modeling
- Financial & Strategic Planning
- Capital Planning & Tracking
- Productivity Tracking & Analytics
- Financial & Management Reporting
- Costing & Service Line Profitability
- Scorecards & Dashboards

Axiom EPM corporate office

10260 SW Greenburg Road, Suite 710, Portland, OR 97223

toll free: 877.691.9969

sales: 503.977.0234 x115

email: info@axiomepm.com

www.axiomepm.com