Growing Software Provider Saves Time and Reduces Invoicing Errors with NetSuite and CEBA Solutions

Working with CEBA Solutions to implement NetSuite's revenue recognition model, growing healthcare software provider saves 20 hours a month by not having to manually generate hundreds of invoices.

LeanTaaS is a software company that uses advanced data science to significantly improve the operational performance of hospitals and clinics

Wanted: More Accurate Accounting

Aware of the struggles that its healthcare customers are facing right now, LeanTaaS of Santa Clara, Calif., develops software that increases patient access to medical care while reducing the cost of healthcare

delivery. Founded in 2010, the 250-employee company combines decades of experience with lean methodologies and cutting-edge data science to develop patented technologies that help providers do more with less.

"We provide an intelligent, real-time system," said Cal Vin Chan, Senior Finance and Accounting Manager, "that hospitals use to better match resource supply with demand in order to increase patient access, decrease wait times and reduce healthcare delivery costs for our clients and for their patients and customers."

Six years ago, LeanTaaS was using QuickBooks to manage anywhere from 15-20 invoices per month. The system sufficed until that number shot up to more than 200 within just a few years' time as LeanTaaS expanded its offering and grew its customer base. When it added a subsidiary in Canada in 2019, the complexities increased further.

"Accurately accounting for everything was difficult," said Vin Chan. "We needed a financial accounting platform that could manage invoicing and other tasks automatically, versus having to manually generate 200+ invoices a month."

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Cal Bin Chan – Senior Finance and Accounting Manager - LeanTaas

"Everyone Seems to be Using NetSuite"

After researching software platforms from Oracle and SAP (both of which were eliminated due to their software's cost and broad capabilities) and Sage Intacct, LeanTaaS narrowed its choices down to the latter plus NetSuite and a "couple of other startups," according to Vin Chan.

"At the end of the day, we went with NetSuite based on conversations with other companies that are similar to ours in size,"

said Vin Chan. "Everyone seems to be using NetSuite." For help implementing NetSuite Revenue Recognition, which automates revenue scheduling, allocation and reporting, LeanTaaS called on CEBA Solutions, a long-time NetSuite Solution Partner.

A Unified Approach

In place since January 2021, LeanTaaS' ERP provides a more intuitive, flexible financial platform than QuickBooks. "NetSuite is more of a 'big boy' solution in terms of having a repository for customer names, addresses and other information that we need to be able to send invoices," said Vin Chan. "It pulls from the exact same place every time, where QuickBooks was more manual and required a fresh start almost every time."

NetSuite also accommodated LeanTaaS' automated invoicing process, which includes an application programming interface (API) push from Salesforce, where all of the company's customer data records are stored. Those records are now fed directly into NetSuite, which takes the API data from Salesforce to create the invoices.

"That alone has saved us so many manhours due to the sheer volume of invoices that we're now sending," said Vin Chan, who also likes the reliability of data and reduced errors that the automated solution virtually guarantees. "Anytime you automate a process, you can be sure that it's going to be fairly accurate unless something is set up incorrectly at the outset."

Attaining this level of automation has been a major win for LeanTaaS, which previously needed one accounting employee to

generate all of its monthly invoices and another one checking to make sure all of the information on those invoices was accurate.

"NetSuite takes away a lot of the stress associated with data errors, incorrect dates and the sending of invoices to the wrong individual (i.e., someone who wasn't authorized to view the invoicing data)," said Vin Chan, who estimates that LeanTaaS' sales have increased by 50% and its employee base by 70 people since implementing NetSuite.