

Future-Proofing Healthcare: Centric Health's Digital Transformation Journey with Microsoft Dynamics 365



Centric Health, which was established in Ireland in 2003 by Dr. Maurice Cox and Dr. Ray Power, has evolved into a leading provider of primary healthcare services.

The company operates a nationwide network of 76 GP Practices, which are staffed by over 300 doctors and a total workforce of over 1,000 employees, including nurses, allied health professionals, and administrative personnel.

Centric Health primarily serves the Irish market, providing services to more than 400,000 patients annually.

Additionally, the organisation has broadened its international presence by establishing operations in Germany and the Netherlands.

The objective of this strategic expansion is to broaden the patient base by extending their integrated health-care model.

Business Challenge:

Centric Health's existing Microsoft Navision solution continued to operate effectively. However, the expansion of operations made it impractical to increase the number of employees each time back-office capacity was needed.

Centric Health were experiencing several challenges due to their expansion including:

- Every month, they process a large number of purchase invoices that require manual input and approval. This was a time-consuming task for their PA team.
- Their medical team travels frequently, and managing employee expenses for a large and expanding team via email and excel was getting unmanageable, particularly since Revenue implemented the real-time expense reporting directive.
- They process a large volume of payments from a variety of bank accounts. Delays in manually importing bank feeds, as well as the effort involved and inevitable errors, was time-consuming and expensive.

Following a series of workshops, ProStrategy offered an approach that would enable Centric Health to automate repetitive tasks while reallocating administrative resources to more value-driven activities like financial analysis or process development.



Solution(s) Implemented:

ProStrategy provided Centric Health with recommendations on how to resolve their business challenges in order to achieve a scalable and reliable solution.

Centric Health implemented the following solutions to meet their business requirements:

- **Microsoft Dynamics 365 Business Central** – to help automate and streamline business processes including finance, sales, service, and operations.
- **Jet Reports** – to streamline, automate & accelerate Microsoft Dynamics Financial Reporting.
- **Continia Document Capture** – an Accounts Payable automation solution that streamlines manual invoice processing and optimises business processes efficiently.
- **Continia Expense Management** – to track, report, and manage employee expenses in real time and simplify employee expense reporting in Business Central.
- **Bank Feed** – to import bank statements to Microsoft Dynamics 365 Business Central and reconcile payments with invoices.

Centric Health acknowledged that Microsoft Dynamics 365 Business Central was the natural successor to their Dynamics NAV solution.

However, they were unaware of the array of applications that are readily available to enhance the primary application.

ProStrategy's proposal concentrated on the advantages of migrating to Dynamics 365 Business Central and outlined the new features and additional functionality that would be provided.

Centric Health were able to implement and access a suite of applications that extend Dynamics 365 Business Central at a rapid pace, which enabled them to enhance organisational efficiency. This was a significant victory.

Conclusion:

Centric Health provides services to over 400,000 patients annually in the Irish market.

Furthermore, the organisation has expanded its international presence by establishing operations in the Netherlands and Germany.

The implementation of Microsoft Dynamics 365 Business Central has allowed Centric Health to standardise and automate back-office processes in various areas, such as:

- Accounts Payable Processing,
- Bank feed,
- Accounts Payable automation,
- Expense Management, and
- Professional Services Withholding Tax.

Centric Health's back-office systems are now ready to expand alongside the company as it enters the next stage of growth.

Centric Health's primary objective is to keep people healthy in their own communities by providing a variety of innovative and accessible local healthcare services, with the patient's welfare and care at the forefront of everything we do.

To accomplish this, we needed to revolutionise our business through an innovative and scalable approach.

Through our partnership with ProStrategy, we have complete control over our financial business processes thanks to Dynamics 365 Business Central. We are able to make smarter decisions based on trustworthy data insights; and we are ready for growth with a scalable future-proof solution.

– Nigel Bell, Chief Financial Officer, Centric Health

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Are you ready to modernise your operations and future proof your business?

Contact ProStrategy today to explore how our expert team can help you transform & grow with Microsoft Dynamics 365 and unlock new levels of efficiency, insight, and growth.



To start your business transformation journey, contact ProStrategy at getstarted@prostrategy.ie