Case Study

kognitiv

Availity®

Client Bio

Industry
IT Services and IT Consulting
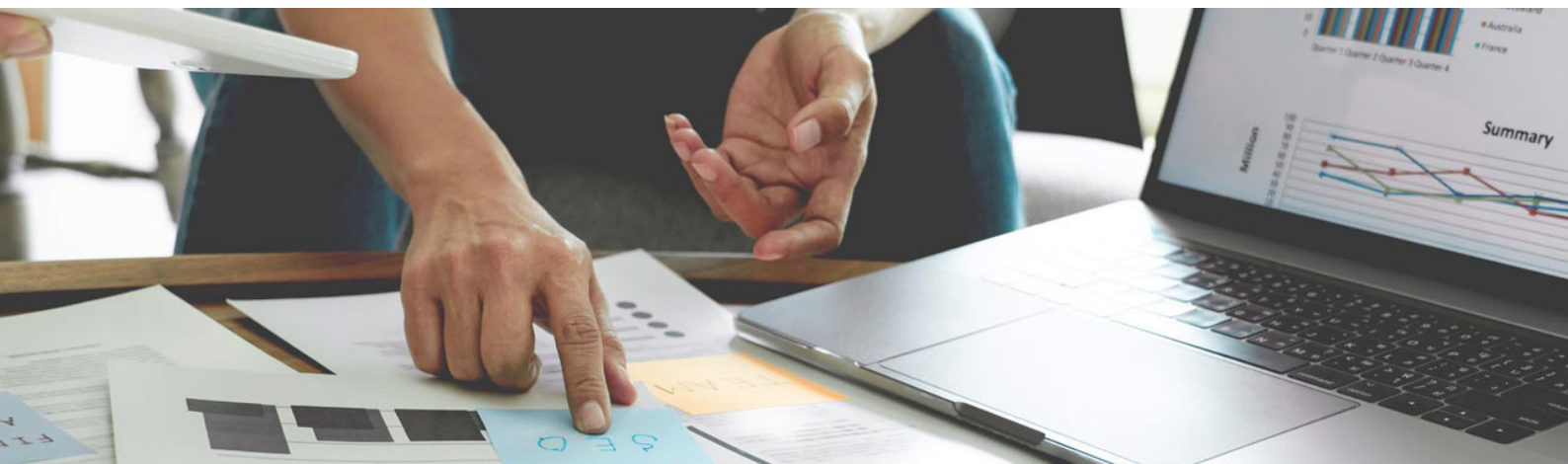
Employees
1,000+

Availity, L.L.C. was founded in 2001 and based out of Jacksonville, FL.

Their business provides real-time information on the insurance benefits for patients as well as the ability for healthcare providers to submit and monitor claims. Their platform facilitates billions of clinical, administrative, and financial transactions annually.

The Challenge

- ✔ Availity originally went live with Workday HCM in 2015, Payroll in 2016, and Financials in 2018. Procurement was implemented several months before full Financials, using old chart of accounts, due to the current procurement system subscription expiring before go-live date.

- ✔ Their Financials Implementation replaced three separate legacy tools, including GL, procurement, and FP&A reporting tool. Their Legacy ERP tool only allowed ~20 users to log in at a time, and the existing chart of accounts had to be addressed in Workday as it was previously configured for payroll and expenses.

- ✔ The Availity team also encountered challenges regarding contractor time accrual already used in time tracking with Workday. Building the monthly accrual entry required Excel manipulation and was prone to data entry error.

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The Solution

Availity chose to partner with Kognitiv to implement Workday Financials based on quality of work and established trust from support previously delivered in HCM, Payroll, and Expenses.

- ✓ Kognitiv's track record of quick response times carried over from Post Production support to the Financials implementation. This kept the momentum of the project going and alleviated the need to revisit items.

- ✓ Through collaboration with the client, Kognitiv took the time to understand the processes, reporting, and operational needs to best re-design the new and enhanced processes to maximize the utility and functionality of the new tool.

- ✓ Kognitiv designed a new report process which pulled information already stored in Workday to automate the generation of a journal entry, eliminating error proliferation, as well as 3 hours' work to create and post the entry each time. Other automation also included various allocations, including monthly benefits allocations and allocations needed for P&L classification which were previously all done manually.

- ✓ Historically Availity's customer transactions were brought over from a separate billing system in 'batches' – resulting in aggregated data making it difficult to perform detailed revenue analysis. With the assistance of Kognitiv's integration team we were able to build a scheduled integration that brings invoice level detail from the billing tool into Workday. This makes for a 'one-stop-shop' with Workday containing all the relevant data to perform detailed revenue analysis. A less-than-optimal data structure can result in adding days to the monthly close effort for companies. Kognitiv's experience, and focus on this structure, allowed Availity to see around some corners, and fix what could have been reporting issues early.

- ✓ For the Availity project, the addition of a worktag to ledger history was discovered as a late requirement, after much data conversion had already been done. With Kognitiv's conversion tool, the additional worktag was easily added to 5 years of general ledger data and re-posted to the tenant in a matter of hours.

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> So are we live yet?
> The fact that go-live seemed like a 'non-event' is a testament to the work done by the Kog team.
>
> **Johan Flostrand, CPA**
> **Assistant Corporate Controller at Availity, LLC.**

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