

## CASE STUDY

# Aspen Valley Hospital



**“ In the first year alone, TAP saved us \$1 million, simply within the IT department. By providing us the transparency we never had before into our contracts, managed services, license renewals and subscription based services, TAP gave us the ability to renegotiate contracts, find redundancies and streamline our budget significantly.**

**And for the first time, we had a real-time view of where we were on our spend.”**

**Michelle Gelroth**  
Director of IT  
Aspen Valley Hospital

### The Challenge

Aspen Valley Hospital (AVH), a 25-bed critical access facility and Level III Trauma Center, was struggling to manage all of its IT vendors, contractors and suppliers. The hospital had no way of tracking the spend of its vendors and contractors against projects—and budgets—in real time.

AVH was manually managing the tracking, invoicing and billing. By the time the expenses were submitted and reconciled, they were often over budget. And by then, it was too late to make course corrections. Moreover, the inefficiencies of their manual processes were wasting real time and money every day.

They needed a solution that would streamline their IT vendor tracking, invoicing and billing process. They needed to save time and money. And they needed a real-time view of where they were on their spend—and a way to stay on budget.

### The TAP Solution

TAP automated, streamlined and simplified the entire process—from the sourcing, hiring and tracking to the accounting and payment for all of Aspen Valley’s outsourced operations. A simple and easy-to-use solution, TAP is built around the contracts between the vendor and the client.



# Industry Responds to TAP



**“As we were in the midst of working through our 2018 budget, I was called to a meeting with 10 minutes notice. I was told the discussion would focus on how we could find and realize more reductions in our operating budget. In a matter of minutes, I was able to immediately identify potential savings of \$200,000—all because of TAP. The transparency and insight that TAP provides into our budget and spend have changed the game for us. We continue to identify new, recurring savings and have a real-time view of where we are on spend, which enables us to plan and track closely with our budget. TAP has become our source of truth.”**

**Michelle Gelroth**  
Director of IT  
Aspen Valley Hospital

With all invoices tied back to a contract, TAP establishes tighter controls around the contracts—allowing the client to have a real-time view into their budget and spend.

After TAP established a more efficient, streamlined business process for managing vendors and invoices, AVH not only saved money, but also time. Before TAP, AVH had manually processed invoices—with vendors submitting via email or paper to multiple resources within the organization. From there, they would have to reconcile the invoices, work with Accounts Payable to organize and approve, and then communicate back to vendors that payment was sent.

Now, all AVH approvers and vendors have the same real-time view into the entire process—from submission to approval and payment sent.

