

Efficiency Unlocked: OSU Saves 2.5 Days with AI Transaction Matching



THE OHIO STATE
UNIVERSITY

WEXNER MEDICAL CENTER

RESULTS



Reduced reconciliation processing time by
2.5 days per cycle



Improved visibility and balanced workload
across the team



Enhanced ability to manage high
transaction volumes efficiently

INDUSTRY

Healthcare

LOCATION

Columbus, OH

ACCOUNTING TEAM

18

ERP

Workday

ENTITIES

OSU Physicians,
Wexner Medical
Center, OSU

STAGE

State-run; Part of a
University System

Addressing the Accounting Challenges of a Growing Organization

OSU Physicians, a state-run entity tied to one of America's leading educational institutions, oversees financial management for a rapidly expanding medical organization. With a multi-faceted operation encompassing Ohio State University Physicians, Wexner Medical Center, and OSU, its accounting team faced unique challenges due to the organization's growth, complexity, and decentralized processes.

"When I started, the reconciliation processes were entirely Excel-based, cumbersome, and prone to inefficiencies," shared Pam Cornell, Associate Director of Accounting at OSU Physicians.

"It wasn't manageable at scale, especially as our patient revenue doubled and accounting demands expanded."

The team found itself struggling with manual reconciliation efforts that diverted attention from strategic tasks. The proliferation of departments and transactions further compounded these difficulties, underscoring the need for a streamlined, centralized solution.

OBJECTIVE

To streamline reconciliation processes, improve accounting efficiency, and reduce manual workload.

WHY FLOQAST?

- Cumbersome reconciliation process using manual spreadsheets led to inefficiencies
- Need for advanced, scalable technology to support rapid organizational growth
- Desire to leverage AI capabilities for significant time savings and accuracy in transaction matching

FloQast's Flexibility Allows for Maximum Efficiency in Workflows

FloQast provided OSU Physicians with a tailored solution to streamline reconciliation processes, significantly reducing manual work and improving accuracy.

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A major win for us was applying [FloQast's AI Transaction Matching](#) to our AR/AP processes, which had taken four days each month to handle manually," Pam explained. "With FloQast, we've reduced that time to just one-and-a-half days — a savings of two-and-a-half days every cycle."

Pam Cornell, Accounting Manager OSU Wexner Medical Center

FloQast's flexibility stood out, allowing the team to keep using Excel to keep tried and true processes running smoothly while the AI handled complex, high-volume accounts. This balance was critical for OSU Physicians' workflow.

Beyond efficiency, FloQast's AI improved accuracy, particularly with high transaction volumes like payroll clearing. "Our payroll clearing process involved countless transactions that were hard to manage manually," said accounting manager [Marie Hafertepen](#). "Now, FloQast lets me match debits and credits quickly, saving time and preventing rework."

With these improvements, the team was free to tackle strategic endeavors instead of endless process oversight.

"The integration of analytics and automation enables our team to focus on identifying strategic opportunities rather than just fixing errors," Pam highlighted.

Enhancing Visibility and Streamlining Operations

One of the most immediate benefits of FloQast was improved visibility into accounting workflows. The dashboards and reporting tools provided OSU Physicians a single source of truth, ensuring accountability team-wide. Managers could easily redistribute workloads and identify potential bottlenecks to keep processes on track.

"With FloQast, I can instantly see where we are in the close process," said [Barb Skeen](#), an accounting manager at OSU Physicians.

"Dashboards highlight which tasks are late or completed, providing insights that eliminate inefficiencies. This visibility used to take hours of manual checking."

This enhanced operational oversight allowed leaders to make real-time adjustments and ensure accuracy across the board. For example, FloQast's tools enabled OSU Physicians to ensure timely completion of monthly, quarterly, and year-end tasks more consistently than before.

Leveraging FloQast for Strategic Growth

OSU Physicians isn't just dealing with the present; they're planning for the future. With the market in Columbus poised to triple in coming years, the organization needed an accounting infrastructure capable of scaling with its ambitions.

"FloQast has become central to our 10-year plan for managing growth without ballooning administrative costs," Pam shared. "We've integrated AI tools like FloQast to make our processes more efficient and reduce workloads."

The ease of implementation also supported rapid adoption, minimizing disruption. "We appreciated that FloQast didn't require an intense six-month setup. Our team was up and running in weeks, which was essential given our pace of change," she added.

Results That Matter

Since implementing FloQast, OSU Physicians has realized measurable improvements in accounting performance.

Key outcomes include:

- **Time Savings:** Reduced reconciliation workload in key areas by 2.5 days per monthly cycle
- **Efficiency Gains:** Managers gained critical visibility, enabling proactive workload management and balanced task distribution
- **Scalability:** Positioned to support planned organizational growth without increasing administrative headcount

"FloQast has fundamentally changed how we approach accounting," Pam concluded. "It's a tool built for accountants by accountants, a fact that is evident in every process improvement we've experienced."

With FloQast, OSU Physicians is proving that even complex, state-run organizations can implement technology that fosters adaptability, precision, and growth.