

CASE STUDY

ValueCare Goes Live with Oracle NetSuite Reports Better-Than-Expected Results.

'It was a revelation. We were amazed at how the problems we had been battling on a daily basis in the past are smoothly being solved. It was great load off of our shoulders and now we can focus on more strategic pursuits.'

Shirley Catibog,
Chief Financial Officer

THE COMPANY




ValueCare Health Systems, Inc. was established in 1997 by a group of medical practitioners with the vision of providing comprehensive health care services through outpatient consultation and hospitalization benefits. The company employs over 300 personnel and serves planholders nationwide. Known for its strong reputation in the healthcare industry, ValueCare is dedicated to continuously improving its services to better meet the healthcare needs of Filipinos.

ValueCare holds one of the highest renewal rates in the industry, a testament to its commitment to quality and its trusted reputation in the managed care space.

THE CHALLENGE

As health care demands in the Philippines evolved, ValueCare needed to ensure its internal systems were keeping pace with the business' growth and the increasing expectations of the public. Efficient day-to-day operations, strategic foresight, and modernized systems became critical for the company's continued success.

ValueCare's existing computerized accounting system (CAS) struggled to meet the Bureau of Internal Revenue's (BIR) requirements for large taxpayers. Additionally, there were billing and reconciliation inefficiencies between different

-  Lack of integration between Billing, Collection, and Accounting systems.
-  Challenges in revenue recognition and reporting.
-  Inefficient management of inventory,

The fragmented systems created delays and operational inefficiencies that weighed the company down and obstructed strate

THE TURNING POINT

Recognizing the need for a modern, cloud-based ERP solution, ValueCare partnered with Oracle NetSuite and CloudTech to transform its operations. The project kicked off and, in just six months, ValueCare successfully went live with Oracle NetSuite on August 3. The implementation provided better-than-expected results, resolving long-standing operational bottlenecks and freeing up the organization to focus on strategic growth.



WHY ORACLE NETSUITE + CLOUDTECH

CloudTech provided expert implementation support, guiding ValueCare through a smooth and efficient transition. ValueCare selected Oracle NetSuite for its comprehensive, cloud-based ERP platform that could fully integrate financial, billing, inventory, and operational functions in a single system.

Key reasons for choosing NetSuite included:

- Compliance with BIR requirements for large taxpayers through robust reporting and revenue recognition tools.
- Resolution of previous billing inefficiencies in insurance processes.
- Enhanced visibility and control over finances, billing, inventory, and consumables.

CloudTech and NetSuite provided a flexible ERP solution that aligned with ValueCare's organizational needs and growth objectives.

RESULTS & IMPACT

With NetSuite's end-to-end ERP capabilities, ValueCare resolved its two primary operational challenges:

01

Improved Accounting Compliance – Streamlined processes to meet BIR's computerized accounting requirements.

02

Billing Efficiency – Addressed and resolved historical inefficiencies in insurance billing and revenue reporting.

CloudTech implemented four critical NetSuite modules:



PROCURE TO PAY:

Simplified reimbursement claims and procurement processes.



RECORD TO PAY:

Automated revenue recognition and corrected manual reporting inefficiencies.



ORDER TO CASH:

Centralized records, minimized reconciliation variances between billing, collection, and accounting.



INVENTORY MANAGEMENT:

Enabled better tracking of consumables, eliminating manual monitoring and increasing accuracy in inventory and supply management.

Key Benefits Achieved:

- Enhanced accuracy and efficiency in financial operations.
- Improved visibility and control across the organization.
- Increased productivity through automation of manual processes.
- Freed leadership to focus on strategic initiatives rather than operational firefighting.



TEAM TESTIMONIALS

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LOOKING AHEAD

With Oracle NetSuite fully in place, ValueCare is now positioned to focus more on innovation and strategic growth rather than administrative and operational hurdles. The improved systems give ValueCare leadership real-time visibility into the organization's performance and the flexibility to adapt quickly as healthcare demands evolve. These enhancements support ValueCare's goal to maintain its leadership position in the managed care industry.

RECOMMENDATION

ValueCare strongly recommends Oracle NetSuite and CloudTech to organizations looking to:

- Modernize their accounting and financial processes.
- Streamline billing and revenue recognition.
- Improve inventory and procurement management.
- Enhance operational efficiency and prepare for future scalability.

NetSuite's flexibility, combined with CloudTech's implementation expertise, delivers a solution that is tailored, future-proof, and highly effective for healthcare providers and beyond.

**READY TO START YOUR DIGITAL
TRANSFORMATION?**

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