

From Complexity to Control Across 350+ Retail Locations

How a Healthcare Retail Organization Significantly Improved Internal Workflow for Both IT and AP.



The Story

A retail organization was managing communication services through outdated systems, leading to workflow issues and provider shutoffs.

Prelude assessed the environment and processes, consolidating providers, reducing costs, and improving workflows to prevent future disruptions.



General Manager



We went from eight provider shutoffs a month to none immediately! It wasn't just a reduction, it was the complete removal of that frustration, and the impact on the patient experience has been immeasurable.

→ Why It Mattered

The client's IT and AP teams were working from different data, creating inefficiencies and misalignment. Prelude aligned both teams with a unified approach and platform.

This improved reliability behind the scenes, helping ensure a more consistent and seamless experience for patients.

→ The Outcome

- Reduced provider shutoffs from eight per month to zero.
- Consolidated vendors from 35 to 14.
- Lowered costs by 37%.
- Implemented an expense management platform.

The result was improved visibility, fewer disruptions, and sustained cost savings.

BOOK A QUICK CALL



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