



Case Study

YMCA of Greater Houston

YMCA of Greater Houston Streamlines
AP Processes with Basware

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✓✓ The best part about Basware is its adaptability.”

Sean Cawthon, Executive Director of Finance
at YMCA of Greater Houston

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Industry: Public Sector & Non-Profit



Regions: USA



Solutions: Basware AP Automation
Basware Procure to Pay

Transforming Financial Operations to Better Serve the Community

For the YMCA of Greater Houston, serving the community is the top priority. From fitness centers and after-school programs to refugee resettlement and food pantries, the organization touches thousands of lives every day. Managing the financial operations behind these vital services required a solution that could streamline workflows and eliminate unnecessary manual tasks. With Basware, YMCA Houston found a flexible and efficient way to simplify procurement and invoice processing, allowing staff to focus on what truly matters: making a difference in the community.

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Sean Cawthon, Executive Director of Finance at YMCA of Greater Houston

Key statistics:



The challenge: managing complex, unique procurement needs

Like many large nonprofit organizations, the YMCA of Greater Houston faced significant challenges in its accounts payable (AP) and procurement processes. The previous system required heavy manual intervention, creating inefficiencies that affected staff across multiple locations.

"We had a very manual process with AP," explains Sean Cawthon, Executive Director of Finance at YMCA of Greater Houston. "We would get invoices from various centers, process checks, and mail them out – it was a long and tedious task."

Adding to the complexity, YMCA Houston's purchasing needs are far from standard. Unlike traditional businesses that order from a fixed catalog, the YMCA often needs to procure non-standard services, such as bus transportation for summer camps.

"Our needs don't always fit into a standard procurement model," says Sean. "We needed a system that could adapt to our requirements rather than force us to work within its constraints."

The solution: automating and customizing with Basware

YMCA Houston turned to Basware to digitize and optimize its procurement and AP processes. The implementation included purchase order (PO) automation and AP workflow improvements, drastically reducing manual effort and increasing efficiency.

"With Basware, we moved from a manual workflow to an automated one," explains Sean. "It changed everything. We were able to elevate the business office beyond just handling paperwork and focus on improving the overall workflow."

Basware's flexibility allowed YMCA Houston to create custom free-text forms for unique purchases, ensuring that all spending remained controlled and visible. The ability to integrate punch-out catalogs from vendors like Amazon further simplified the process for staff, making procurement as intuitive as a standard online shopping experience.

The results: faster processing, increased efficiency

The impact of Basware's implementation was immediate and far-reaching:

- **Touchless Invoice Processing:** Automated workflows drastically reduced the need for manual intervention, allowing invoices to be processed within four days.
- **Customizable Procurement:** Free-text forms enabled staff to submit non-standard purchase requests easily, ensuring compliance without adding administrative burden.
- **Improved Vendor Relationships:** Centralized processing created better coordination between internal teams and external vendors.
- **Staff Time Reallocation:** Employees spent less time on invoice verification and more time focusing on YMCA's mission-driven work.

A partnership built on adaptability and collaboration

Beyond just technology, what stood out for YMCA Houston was Basware's commitment

to collaboration. When the organization faced challenges, Basware worked closely with them to refine and customize the solution.

"At one point, we were considering switching to another product," recalls Sean. "But Basware sat down with us, listened to our concerns, and worked with us to find a solution. That level of commitment showed us that they truly cared about making the product work for us."

Looking ahead, YMCA Houston sees Basware as a key partner in its ongoing journey to improve efficiency and maximize impact.

"The best part about Basware is its adaptability," says Sean. "It's not rigid. It evolves with us, ensuring that as our needs change, we always have the right tools to support our mission."



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ABOUT BASWARE Basware is how the world's best finance teams gain complete control of every invoice, every time. Our Intelligent Invoice Lifecycle Management Platform ensures end-to-end efficiency, compliance and control for all invoice transactions. Powered by the world's most sophisticated invoice-centric AI – trained on over 2 billion invoices – Basware's Intelligent Automation drives real ROI by transforming finance operations. We serve 6,500+ customers globally and are trusted by industry leaders including DHL, Heineken and Sony. Fueled by 40 years of specialized expertise with \$10+ trillion in total spend handled, we are pioneering the next era of finance. **With Basware, now it all just happens.** ©Basware 2025

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