# fraxion | B·H·F SOUTHERN AFRICA

## Company Name

Board of Healthcare Funders of Southern Africa

## Country or Region

Southern Africa

## Sector

Non-profit Organization

,,

*"It has been a major move forward for us since deploying Fraxion in educating our staff that following the correct processes when requesting approval to purchase goods and services is how we manage risk and protect our organization. The way that each item is 'locked' in Fraxion until the required approval is given means everything that must happen is consecutive. Without this process then it becomes a no-go."*

## Elsabe Gurovich
### Admin Manager

## CASE STUDY

**Company Profile:**

Serving medical scheme members is the motto, which guides the way the Board of Healthcare Funders fulfils its function of a representative body to the healthcare funding industry. BHF members include: Medical schemes, administrators and managed care organizations throughout the Southern African region, with membership in South Africa, Lesotho, Zimbabwe, Namibia, Botswana, Mozambique, Malawi and Swaziland. Membership has recently been extended to other Healthcare Funders in Southern Africa and Africa. The core aim is to ensure the sustainability of the healthcare sector by enabling medical schemes, managed care organizations and administrators to provide accessible, affordable, quality healthcare to their medical scheme members. As the industry representative body, the organization relies on the membership of all medical schemes to ensure that it can lobby government and other organizations effectively and to influence policy where necessary on behalf of the entire industry.

**Before Fraxion:**

BHF was experiencing inefficiencies due to cumbersome approval systems that only limited employees had access to. Furthermore, staff could not access the systems from smart devices while out of the office. Manual expense claims and approval processes for travel requests and physical invoice matching delayed travel bookings and accounts processing. Supplier diversity statuses could not be easily monitored for reporting purposes. BHF realized that a solution was required that would provide more effective controls to facilitate these processes and develop a culture of compliance across the organization.

## CASE STUDY

**The Solution:**

Since deploying Fraxion's cloud solution, BHF has made significant strides towards a paperless environment. Efficiency has vastly improved through mobile accessibility and the straightforward, user-friendly technology, which has been broadly adopted by staff.

The accounts payable process is automated and invoice matching processes are streamlined and effective. The linking of invoices to both orders and requests facilitates invoice approval and eliminates overpayments and duplicated invoices. The management of B-BBEE processes and requirements has been simplified and streamlined.

The greatest improvements are evident in the automated approval process control that has been instituted at BHF. All requests are routed for approval prior to incurring any costs. Systematic compliance with approval workflows has changed the way staff handle requisitions, ensuring that rigid measures of control apply to all spend requests, regardless of the urgency. Financial risk is managed as organizational policies are enforced through workflows and any irregularities or contraventions are flagged through email alert notifications. Process efficiency has improved significantly since deploying Fraxion.

Following a successful deployment project, the subsequent support BHF has received has been more than satisfactory. Support queries, which have been at a minimal level, are resolved rapidly and with the utmost patience.

## BENEFITS

**Benefit One**
Ease of use, mobility and user adoption

**Benefit Two**
Process efficiency and automated approval control

**Benefit Three**
Risk management and policy compliance

**Benefit Four**
Successful deployment and support