

MYOB Advanced

Client Cancer Trials Australia (CTA) | Location Australia | Partner Stratus Group
Product MYOB Advanced | Industry Not-for-Profit, Professional Services



Automation drives efficiency and additional scale allows further growth for Cancer Trials Australia

Cancer Trials Australia (CTA) works closely with member hospitals across the country, taking responsibility for the financial and regulatory administration of the hospital's cancer clinical trials. At present CTA manages over 700 clinical trials nationally. MYOB Advanced has streamlined the financial administration, improving data transparency, reducing manual tasks and setting the stage for further growth.

Problem

No data transparency or automation

Cancer Trials Australia facilitates the administration of clinical trials conducted at member hospitals across Australia. The vast majority of these trials are funded by international pharmaceutical and biotechnology companies. Each trial relies on a tailored contract, with consideration of hospital defined fees for multiple trial-based activities such as CT scans and blood tests. CTA tracks all trial-based activities, linking them to each hospital's trial specific fee schedule, and thus ensuring hospital costs are recovered for all activities performed. With upwards of 700 trials under management at any one time, and 25,000 transactions per trial per annum, this is a complicated accounting task.

According to CTA Finance Manager, Michelle Button, their previous system didn't deliver the level of detail the company required. "We could only raise lump sums – we were unable to detail the make-up of those sums. The functionality to provide that level of detail simply wasn't available in our previous system, so we'd have to track that detail manually on spreadsheets, which became less efficient as we grew".

CTA required a financial system that could detail specific trial activities per patient within each individual trial. "We also required automation and additional scalability to support our continued growth. The challenge was to automate our processes as much as possible, within a highly scalable financial package."

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Solution

Better integration, more oversight

CTA knew an ERP system was needed to deliver integration and oversight that would reduce manual tasks. The company considered a number of products, but Michelle wasn't confident that "they were able to deliver what was required."

Through a process of use-case assessment, CTA determined that MYOB Advanced would deliver the required functionality and were encouraged by MYOB's long-standing reputation. "It's used by a lot of clients – that mitigated our transition risk significantly," says Michelle.

Moving to MYOB Advanced's cloud-based system brought advantages too. "Our previous financial system was hosted locally, so every upgrade had to be deployed on individual computers. Remote access while travelling was also problematic. Having MYOB Advanced in the cloud enables additional flexibility; our finance staff are no longer chained to their desks; in theory they can work from anywhere with an internet connection."

The team from MYOB Platinum Partner Stratus Group was "fantastic", particularly Paul Palmer, their consultant, who Michelle says is "amazing – he understands both accounting and IT and was very solutions focused. I would have a long list of requirements and he would calmly work through and solve them. He seemed to be keen to ensure the dream solution for us."

CTA's implementation was rolled out in two phases. "It's unrealistic to get a dream solution in one go-live. This stage-based approach allowed us to bed down MYOB Advanced's out-of-the-box capabilities within our operating requirements in the first phase, and to maximise opportunity to customise functionality in the second phase, ensuring we obtained the full benefit across the system," explains Michelle.

Stratus also developed some key customisations. A billing management screen (BMS) provides a mechanism to pull data from an existing Line of Business database into MYOB Advanced. This avoids the need to re-input data manually, reducing workload and ensuring data integrity. The system then creates invoices automatically, separating out administration fees, such that revenue can be recorded in the general ledger. “We upload an Excel doc with all the patient activities for billing, push a button and MYOB creates an invoice and journal that calculates our fees automatically,” explains Michelle. “Automated uploading of data not only enhances efficiencies, it also helps maximise data integrity, by avoiding manual data entry.”

Mark Belkin, Director for Stratus Group added “Having an ERP system is a great solution and can get rid of a lot of the external systems and spreadsheets, but this doesn’t always replace everything. In CTA’s case their internal database is used throughout their production workflow, so being easily able to integrate with it was the key.”

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Outcome

Detailed reports at the push of a button

Michelle is pleased with the elevated data quality she can now access. “MYOB has helped us manage both our transactions and invoices.

Reporting has also improved, and Michelle points to one example; CTA uses the Project Module to evaluate each trial as a whole, this is invaluable when it comes to communicating with clients. “We’re able to export all the data into reports and provide summaries for our hospital members”. Being able to offer that detail helps CTA ensure transparency, and also delivers huge time savings. “Previously, to obtain that level of detail involved so many manual steps it took two days to process. Now it takes one hour. Efficiency gains were one of the key drivers in implementing MYOB Advanced” enthuses Michelle.

CTA’s journey with exploring the possibilities MYOB Advanced brings does not end there; they will also shortly be able to report on each transaction in each trial directly from MYOB Advanced “we’ll be able to decrease our reliance on Excel even further” she explains. “Now we understand the possibilities the system affords, we can create additional changes to further optimise our reporting.”

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| Before | After |
|---|--|
| + Reporting lacked transparency and detail. | + Transparency and detail in reports. |
| + Existing system was not scalable. | + Scalable solution allows for future growth. |
| + Manual work required days of additional manpower and risked data integrity. | + Automation delivers reporting at the push of a button. |
| + Lack of integration with other systems. | + Integrated with other systems. |
| + Local system tied team to the office. | + Cloud-based nature frees team to work remotely. |