

# Sarnova Reduces Hours of Manual Works with SKsoft's Embedded Solutions

## About Sarnova

Sarnova is a family of 4 companies providing multiple medical products, services, and solutions. They serve hospitals, EMS, fire, police, nurses, and healthcare professionals across the United States. With multiple business lines and rapidly evolving digital infrastructure, Sarnova recognized the need to overhaul its financial systems to scale with operational growth.

Managing a diverse portfolio and growing operational complexity, Sarnova needed to modernize and streamline its financial processes as part of its ERP upgrade from Microsoft Dynamics GP (Great Plains) to Microsoft Dynamics 365 Finance & Operations. The organization needed integrated and reliable treasury tools that could replace legacy manual workarounds and reduce the burden on its finance teams.

## The Challenge

Dealing with financial operations in a single legal entity is enough of a challenge on its own, but dealing with financial operations across multiple legal entities can quickly turn into a nightmare without the right systems in place. When Sarnova was using Dynamics GP, they relied on a third-party application combined with manual oversight to deal with Accounts Payable (AP), Accounts Receivable (AR), and Bank Reconciliation.

**"It was a little rocky. There were a lot of failures that would occur and you have to go and catch those to fix them and get the process running again."**

*- Tom Lockard, Senior E-Commerce Analyst*

In the AP function, payment files like EFTs were generated natively in the Dynamics GP environment then exported through a legacy system involving multiple applications. These exports required data formatting, manual intervention for Electronic Data Exchange (EDI), and error prone file transfers. Failures were common, especially with vendor payments.

Similarly, on the AR side, cash applications were largely manual. ACH remittances, when present, had to be interpreted and applied by hand. If remittance information came in late, team members had to upload data manually and cross reference invoices line by line.

Bank Reconciliation presented its own set of hurdles. Sarnova's teams were downloading and formatting Excel statements daily, then cross checking them manually with internal data. There was no way to reconcile daily activity effectively or to post journal entries incrementally - everything was handled in monthly batches. Not only did this add pressure at month-end, but it also made error resolution retroactive and reactive rather than proactive.

Credit Card payments also gave the team some headaches. Custom functionality had to be built to deal with split payments, when voids or chargebacks occurred, and manual or even technical intervention was necessary. Certain products had to be on certain shipments, payment processors had to be split, authorization had to occur multiple times, and returns were often a hassle.

The overall effect? Hours of extra labor, delayed visibility, unnecessary overtime, and an ever-present risk of error and fraud.

## The Solution

Sarnova's journey with SKsoft began through their Dynamics partner Velosio, who recommended SKsoft as the ideal fit for their treasury automation needs. The company adopted SKsoft's full Treasury Automation Suite including:

- **APEFT** for outbound vendor payment automation.
- **AR eSettlement (AReS)** for streamlined cash application.
- **Bank Reconciliation** with daily automation and multi-entity support.
- **Positive Pay** for fraud prevention.
- **Credit Card Advantage** for secure tokenized credit card handling.
- **BankFabric** for securing and automating connections and data transfers to/from their banks.

**"When we switched to the new [SKsoft] solution, that customized solution went away. We didn't have those failures that occurred, everything was internal within the application."**

*- Tom Lockard, Senior E-Commerce Analyst*

Each of these modules is embedded directly into Microsoft Dynamics 365 F&O, offering users a seamless experience within the ERP environment. No third-party platforms. No duplicate logins. No disjointed data sources. The result is a single centralized financial ecosystem where automation is no longer a wish list item - it's built in.

**ACH and check files** are now formatted and transmitted automatically through SKsoft's APEFT module and BankFabric connectivity platform. This eliminates the need for manual formatting, custom export tools, or external transmission software. What was once a fragile and failure-prone process is now streamlined, stable, and fully embedded within Dynamics 365.

**Accounts Receivable** have undergone a significant transformation. With SKsoft's AR eSettlement solution, remittance advice can be interpreted and applied—even when it arrives after the payment. This level of automation helps the AR team consistently meet their month-end goal of fully posting cash, while reducing the need for overtime or manual reconciliation.

**Credit Card Processing** has been simplified and stabilized. Split payments, product-specific charges, and returns—previously a source of technical headaches—are now easily managed through embedded tokenization. Transactions are processed securely and consistently, without requiring manual workarounds or development support.

**Bank Reconciliation** has shifted from a reactive, Excel-based chore to a proactive, automated process. With SKsoft's Bank Reconciliation module, Sarnova is now reconciling transactions daily across multiple legal entities. Auto-posting rules, particularly recurring sweeps, ensure that routine journal entries are handled automatically - freeing the team to focus on exceptions and anomalies as they arise.

**"I've worked with a lot of ISVs and from a functionality and performance perspective, once set up, I'm very happy with the lack of issues I get from SKsoft."**

*- Phil Renslow Manager of Business Applications*

## Results

Since implementing SKsoft, Sarnova has seen dramatic improvements across its finance operations.

## Time Savings & Productivity

- Previously, AR posting could take an entire day to process a single batch of remittances. Now the same process takes just 30-90 minutes, even when there are exceptions.
- AReS has saved the team an estimated 6 hours per week - or more depending on the volume.
- Bank Reconciliation now occurs daily across multiple legal entities allowing the team to detect and fix errors as they happen, rather than scrambling at month-end.
- When using Positive Pay, checks take around 1 hour rather than a whole day.

With more legal entities coming online and transactions scaling month after month, SKsoft's solutions have proven to be stable and scalable.

**"It's reduced overtime for the team, to be honest, which is the biggest thing, because the primary goal is all cash is posted by the end of the month every month, and they are able to do that consistently without any issues."**

*- Tracey Beyke, Accounts Receivable Manager*

## About SKsoft

For 25+ years, SKsoft has pioneered the development of embedded banking and treasury automation software and continues to be a leader in the Microsoft Dynamics 365 channel.

SKsoft is a premier Microsoft Dynamics ISV, providing solutions and expertise in Banking and Treasury Automation for Microsoft Dynamics 365 Finance and Supply Chain, and Business Central. In addition to embedded software in D365, SKsoft deploys and maintains BankFabric, an application built by developers at SKsoft to provide seamless banking connectivity, so that customers can securely store and transfer files to and from the ERP, and their bank.