



Operation PAR's Automation Journey

Overview

Operation PAR is a leading provider of comprehensive addiction recovery services in Florida, with over 50 years of experience supporting individuals and families affected by substance use disorders through evidence-based treatment, prevention programs, and compassionate, personalized care.

The Challenge

To enhance efficiency, Operation PAR partnered with onPhase to eliminate bottlenecks that caused delays, errors, and limited visibility in their accounting processes.

Their goal? To define business and functional requirements that would streamline the storage, indexing, and processing of purchase requisitions across the organization, ensuring faster approvals and better financial oversight.

Key challenges they aimed to overcome:

- A slow, manual requisition process dependent on inter-office mail, leading to approval delays
- A disorganized, paper-heavy approval and filing system prone to misplacement and errors
- Increased risk of late or incorrect payments due to fragmented AP workflows and lack of visibility

Industry
Healthcare

Year Established
1970

Headquarters
Florida

Patients Served
10,000

Employees
400+



Operation PAR Gains Speed & Visibility

“onPhase provided us with the professional confidence and expertise we needed to revamp our requisition process, without sacrificing valuable resources to get the job done. I no longer worry about my requests getting to the right people in time or the need to be at my desk to sign off on urgent purchases.”

Jim Miller - CIO | Operation PAR

The Results

Operation PAR implemented onPhase's document management solution, allowing staff to access critical documents from a centralized location anytime, anywhere.

With advanced features like full-text search, automated routing, and auto-indexing, the system **streamlined records management while enhancing security and organization.**

Seeing its efficiency, Operation PAR expanded to onPhase's AP automation, standardizing approval workflows, automating invoice processing, and improving purchase request accuracy and speed.

Thanks to onPhase, Operation PAR has:

- Cut turnaround time for critical supplies by 50%
- Enabled managers to review purchase requests remotely
- Provided accounting with a structured workflow for requests
- Improved document search efficiency by 25%

onPhase has **streamlined** operations, **enhanced** communication, and **boosted** productivity while **reducing** administrative burdens across the organization.



Results at a Glance

50%

Improvement in turn-around time for mission critical supplies.

25%

Improvement in overall document search capabilities.

100%

Reduction in physical storage needs.

onphase.com
info@onphase.com
(727)441-8228

