



Leveraging KeyTotal Pay[®] technology for growth

For more than 25 years, Discovery Senior Living[®] has developed and operated upscale senior-living communities across the United States. By any measure, Discovery is a recognized industry leader, the result of a successful growth strategy in which KeyTotal Pay has played a critical role.

“When we were operating six communities five short years ago, we had five accounts payable (AP) staff to process all the payment volume,” said Chief Financial Officer Tom Costello. “Our long-term plan called for significant expansion, and I knew we couldn’t just keep adding to our AP team to handle more and more payments. We consider AP a non-core service — it is not a place where we want to devote more resources — so we decided to look for AP technology solutions that would enable us to achieve scalability, streamline processing, and control costs.”

Outsourcing AP

Discovery chose to outsource AP, but there were significant challenges with the original vendor. “We found that our staff was enmeshed in the vendor’s convoluted processing and shadow accounts,” said Director of Finance, Brian Hendricks. “It was a logistical nightmare, and we were burdening our staff with work to deal with the provider’s quirky process. That’s when we turned to KeyBank.”



Discovery has a long history with KeyBank. “Our relationship goes back over 20 years,” noted Tom. “They have provided loans for our construction projects and help to manage our long-term debt placements.

We also use KeyBank for a line of credit and treasury management services, so we knew the organization well and the quality of service it always delivered.”

KeyBank Enterprise Commercial Payments experts met with Discovery to review the current state of their AP operations and future growth expectations, including the company’s ambitious expansion plans. During this deep-dive needs assessment review, Discovery realized that the right solution to help them achieve the scalability and control they sought was with KeyTotal Pay.

Powered by AvidXchange[™], KeyTotal Pay reduces the amount of time and money spent associated with manual payment processes. The completely paperless payment process uses a proven and easy implementation model for payment automation. Once set up, users select payments from their accounting systems but, instead of printing and mailing checks, they simply select them to be paid through KeyTotal Pay.

The KeyTotal Pay difference

“We were looking for an AP service that would leverage technology to support our growth — and we found it with KeyTotal Pay,” said Brian.



“We’ve grown from six communities to fifty-three in five years, and we’ve been able to handily accommodate that expansion. KeyTotal Pay

thoroughly streamlines our processing, and we're able to reconcile accounts even more quickly and efficiently than expected. KeyBank's staff is always available to address any questions we may have – a refreshing experience from what we experienced with our previous vendor."

KeyTotal Pay's contribution to Discovery goes well beyond the back office. "We want the professionals in our communities to be laser-focused on caring for residents," said Tom. "With KeyTotal Pay, we've simplified invoice handling and payments in the field, giving our professionals more time to serve members in our communities. It also helps when we're transitioning a new community that's coming on board via an acquisition. Because we make community-level invoice processing easy, we're able to avoid the pushback that can come when systems are changing."

Discovery's advice

Any advice for organizations considering AP automation? "Look very hard at using KeyTotal Pay. It's much more cost-effective and efficient than



traditional invoice processing and payments — no question about it," remarked Brian. "And it's scalable. We now handle ten times the volume we had with six communities with less AP staff. In addition, KeyTotal Pay is fully compatible with our operating system, making integration seamless, and it allows us to link effectively with our lockbox service. With KeyTotal Pay, we're confident we've optimized our accounts payable operation."

For more information, visit key.com/payments or contact your Payment Advisor today.

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