

# Case Study: Tri-State Physical Therapy Practice Elevates Voice Platform & Expense Management

*Advantage<sup>®</sup> unifies operations for 130+ locations with centralized account visibility and automated invoicing.*



“We now have the ability to readily scale our business thanks to Advantage’s expertise in standardizing every provider and service across all of our office locations.

Command Center<sup>SM</sup> has been an extraordinary benefit to our organization with complete visibility into technology invoices and expenses — all stored in one place for our team to easily access.”

— George Stamatinos, PT, DPT | Director of Compliance & Quality Assurance



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## CHALLENGES

In the process of acquiring multiple new sites, JAG encountered growing complications with inconsistent provider invoicing procedures from one practice to another. The rising complexity in service providers and their invoice cycles began to negatively impact the company’s end-user experience, created fragmented circuit accounts, and caused repeated shut-offs as a result of missed payments.

## SERVICES

Originally partnering with Advantage<sup>®</sup> in 2019 to standardize their complex network and voice solutions, JAG has continued to expand the relationship to include a voice platform upgrade and expense management services with Bill Pay. Utilizing Command Center<sup>SM</sup> as a **single source of truth**, all offerings and inventory can now be managed within the platform to deliver unrivaled efficiency and account transparency.



Voice &  
Collaboration



Bill Pay



Command  
Center<sup>SM</sup>

## OUTCOMES

1

### Reliable Technology

Thanks to our voice platform updates and enhanced expense management solutions, JAG has achieved standardized, repeatable network success.

2

### Automated Efficiencies

Advantage<sup>®</sup> was able to remove disparities straining JAG’s accounting department by implementing operationalized Bill Pay services.

3

### Centralized Account Management + Visibility

Command Center<sup>SM</sup> provides unprecedented inventory and expense clarity across all locations to bolster the company’s continued growth.