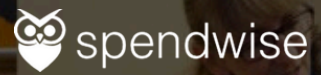# From Manual Processes to Modern Efficiency: ChesPenn's Procurement Transformation

Overview

ChesPenn Health Services (CPHS) is a Federally Qualified Health Center (FQHC) dedicated to providing comprehensive primary and preventive care and social services to medically underserved individuals and families, regardless of their ability to pay.

CPHS had been managing its purchasing process manually, which became increasingly difficult over time. David Ruvolo, Chief Compliance Officer, recognized the need for change and began searching for an easy-to-use system to streamline and automate the organization's purchasing process. After evaluating several options, CPHS selected Spendwise.

Since implementing Spendwise, CPHS has been able to accelerate approvals, strengthen compliance and gain greater visibility and control over its spending.

Industry
Healthcare

Company Size
50-100 employees

Location
Eddystone, PA

Website
www.chespenn.org

The Challenges

Before implementing Spendwise, CPHS managed purchasing through a largely manual process that made it difficult to keep pace with the organization's needs. Paper forms, manual approvals, and scattered email threads often led to delays and limited visibility. Without a centralized system, managing purchases, approvals, and vendor invoices was time-consuming and hard to stay on top of. Meeting audit requirements as a grant-funded nonprofit added to the burden. Over time, the process became increasingly cumbersome, highlighting the need for a more streamlined, transparent, and reliable purchasing solution.

Why CPHS Chose Spendwise

CPHS needed a purchasing solution that was easy to use, economical, and backed by strong customer support. After evaluating several options, Spendwise stood out as the best fit. Its intuitive design, built-in vendor integrations, and affordable pricing made it the clear choice to streamline and modernize CPHS's purchasing process.

> "I really appreciated the effort Spendwise put into understanding our needs. From the beginning, our communications have been honest and transparent, which gave me a lot of confidence in moving forward with them." — David Ruvolo, Chief Compliance Officer

The Results

Spendwise took the lead on setup and training, after which the system was rolled out to users, and CPHS quickly began seeing the benefits.

Key Outcomes

Faster Processing

Increased Compliance

Greater Control

Faster Processing

With Spendwise, CPHS transformed a time-consuming, paper-based purchasing process into a streamlined digital workflow. Staff no longer have to chase signatures, manage piles of paperwork, or wonder where a purchase stands. Instead, they can focus on higher-impact work that moves the organization forward. The result is a smoother, faster procurement cycle that improves efficiency and prevents costly delays.

> "Before Spendwise, we were running into a lot of problems with approval bottlenecks and other delays. With Spendwise, approvals move much faster, saving us a lot of time and money." — David Ruvolo, Chief Compliance Officer

Increased Compliance

As a grant-funded nonprofit subject to regular audits, compliance has always been a priority for CPHS. With Spendwise, the organization is now better able to maintain proper documentation and manage approvals across departments and locations all in one place. This not only ensures proper authorization, but also provides clear visibility into how funds are spent, which is an essential safeguard for both internal accountability and external reporting.

Greater Control

Spendwise brought a new level of transparency and control to CPHS's purchasing process. Leadership can now easily view spending by department, location, or vendor, enabling data-driven decisions and proactive budget management. Staff follow a consistent process which reduces confusion, prevents duplicate or unauthorized purchases, and allows the finance team to maintain oversight without micromanaging day-to-day activity.

[See how Spendwise can help transform purchasing for your organization!](#)

Request a Demo