Business Profile: Ontario Systems
by Melissa Glidden

T

raveling north on Kilgore toward downtown, it's hard to miss – the clean white and blue building with its sleek silver sign has been an architectural landmark in Muncie for a long time. Inside, the people at Ontario Systems have been making waves in the accounts receivable management industry for over thirty years.

Today, when you're paying that hospital bill, there's a good chance that the computer program being used to facilitate your payment was engineered by the team at Ontario Systems.

It's true – according to Casey Stanley, the company's Senior Director of Marketing and Business Development, more than 30% of the largest healthcare systems in the United States use Ontario Systems' Artiva® Healthcare. The software is responsible for streamlining the revenue cycle management process that helps keep patient financial accounts in check and up-to-date, ensuring that hospitals are consistently supported on the business end of their operations.

In fact, nine of the nation's ten largest accounts receivable management companies run on Ontario Systems.

For anyone still wondering what, exactly, Ontario Systems does and what accounts receivables management is, it's pretty simple: the company engineers cutting-edge software that makes it easier for businesses to manage customer accounts and collect revenue – this includes collection agencies. And while many of us might cringe at the term "collections agencies," Stanley wants us to remember that the accounts receivable management industry is far more complex than we tend to assume. It's also crucial to maintaining the infrastructure of our communities.

Take hospitals, for instance – an industry that Ontario Systems is particularly well-known for servicing, and an essential component to any thriving community.

"If you think about the amount of change going on in healthcare today, how reimbursements are changing or how many hospitals are struggling to be profitable right now, it's clear that every penny on the dollar is critical for a hospital trying to keep its doors open," Stanley said. "Being able to collect on open receivables is very important for them."

The software that Ontario Systems designs ensures that hundreds of hospitals in the United States can continue keeping their community's citizens healthy and safe, and helps them afford to make more innovative investments in the quality of patient care.

Recently, the company was in the news after making a significant managerial shift, placing its co-founder and Senior Vice President Ron Fauquher in the role of chief executive officer, and seeing a former chief financial officer and chief operating officer exit the organization as well. Yet, the shift, as substantial as it was, didn't really equate to the total overhaul one might expect when a company's leadership turns over.

"Anytime you have a change in CEO … you will see change in the company," says Stanley. "It's natural and expected. Much has stayed the same though, in our case. Remember, our ownership and our board remains the same." Stanley remarked that, because Fauquher had been in charge of market and product strategy in his position prior to that of CEO, there was no need to make any major changes to either of these very prominent aspects of the company's operations.

However, change is evident – change Stanley calls positive, yet subtle.

Fauquher's leadership provides Ontario Systems with a special asset — a CEO that not only played a part in the foundation of the company, but has been with the organization for over thirty years.

"It's such a huge advantage to have a CEO that knows our products and markets so well," says Stanley. In addition, Fauquher has a reputation within the company for valuing data, transparency, and an alignment of resources.

"Ron treats every single person in the organization as a professional, arming them with the appropriate information they need to make quick, informed decisions. This approach has breathed new life into the company and is allowing us to make faster, better decisions in every market we serve."

What is evolving, however, are Ontario Systems' products.

"It's a very exciting time to work [here]," says Stanley, citing the increasingly fast pace at which new technologies are emerging from the company. "We have recently created and launched more new products than any other period in our history … and we have re-invested in a big way in many important existing products."

Business Profile: Ontario Systems
by Melissa Glidden

And while Ontario Systems' product line is providing a technological foundation for the organization's clientele, the new products are generating profit, which means – you guessed it – more jobs in Muncie.

This is exciting when you consider the fact that the company made headlines when, in 2008 and 2009, it was forced to lay off a significant number of its staff. "We're growing and hiring again," says Stanley, "and have brought back many former employees with a deep knowledge of our products and markets."

Even Ontario Systems' current job openings appeal to the twenty-first-century job seeker. The website lists positions such as Business Intelligence Analyst, Software Engineer, and Technical Communicator. The job description of the latter states that the company "…will consider the potential for you to work remotely once you are ingrained in the role," and not only boasts casual dress and a flexible work atmosphere, but summer cook-outs and competitive ping pong tournaments.

Ontario Systems also offers its employees paid volunteer time off, in keeping with the strong communal values CEO Fauquher has continually reinforced since the company's beginnings in 1981.

"When it comes to personal and corporate service to their communities, Ron has always modeled the behavior you see from Ontario Systems, unselfishly serving others with his time, gifts and money," says Stanley. "With Ron as CEO, we only see more focus and support internally on corporate and individual service to our community. He personally remains involved in so many local causes."

In just the past year, Ontario Systems has actively supported organizations including the United Way, A Better Way, Second Harvest Food Bank, Habitat for Humanity, ARMing Heroes, Bridges, Downtown Economic Development, the Red Cross, both the local and the state Chamber of Commerce, and the YMCA.

Ontario Systems has proven itself as a leader in the accounts receivable management industry. The software innovations coming out of that curious white building off Kilgore in Muncie are, quite literally, technological essentials for some of the largest banks, hospitals and lenders in the country.

CEO Fauquher is confident that the future of Ontario Systems is radiant. He insists that, while the organization's continued success is certainly dependent on client satisfaction, it's equally as dependent on the forging of a strong bond between employees and their communities.

"We believe that people want to be proud of the organization in which they work and contribute so much time and talent to every day," says Fauquher. "We strive to be that kind of company — a company that our employees are proud of, and one that actively supports their various charitable and social service endeavors toward making our collective communities a great place to work and live." •