



HCA Healthcare (HCA)

Client Experience Story

forv/s
mazars

 TRINTECH

Case Study



The Situation

HCA Healthcare (HCA) operated thousands of care sites and relied on a legacy, homegrown reconciliation tool for its operations (in place for decades). The existing tool required extensive manual effort, lacked scalability, and made it difficult to enforce consistent accounting practices across the healthcare enterprise.

As the organization continued to grow and centralize accounting operations, leadership recognized the need for a modern, configurable platform that could reduce manual work, standardize processes, and provide greater visibility into reconciliation quality and risk without disrupting day-to-day operations.

The Challenge

HCA needed a solution that could achieve the following:

- Allow flexible configuration without the heavy lift
- Reduce manual effort
- Support enterprisewide standardization
- Scale across thousands of accounts and users

The Approach

HCA chose Forvis Mazars and Trintech to implement Cadency, a modern financial close and reconciliation solution, designed around best practices and long-term scalability. Trintech provided the configurable technology platform, while Forvis Mazars led the implementation by guiding design sessions, process reviews, data gathering, and environment setup.

Together, the teams focused on standardizing reconciliation templates, implementing Dynamic Account Maintenance (DAM) rules to drive automation, and enhancing reporting through Power BI dashboards to deliver deeper operational insight and stronger governance from day one.

Case Study



Key Findings & Recommendations

Through Forvis Mazars' implementation of Trintech's reconciliation platform, HCA significantly reduced manual effort while establishing standardized, scalable reconciliation processes across a highly complex enterprise environment. Key findings showed the DAM rules drove meaningful auto reconciliation, standardized templates improved consistency and accuracy, and enhanced Power BI reporting delivered visibility beyond task completion. All of this enabled leadership to monitor quality, exceptions, and risk trends in real time, which is an invaluable asset.

Based on these outcomes, the teams recommended continuing to expand automation across the accounting life cycle, reinforcing standardization through configurable templates and thresholds, and leveraging advanced analytics to strengthen governance, auditability, and decision making as the organization scales.

Implementation & Impacts

This work replaced a legacy tool of more than 20 years with newfound productivity gains and enhancements. The teams standardized thousands of account reconciliations and achieved up to 50% automation, which saved the workforce nearly 60% of its time.

“We knew the implementation needed to be done right, and done right the first time. Forvis Mazars brought deep expertise in both process design and Cadency by Trintech.

They helped us evaluate our needs, understand best practices, and design an environment that would support long-term success,” said Haley McRady, managing director, HCA Healthcare.

The impacts are not limited to operational efficiency.

“Forvis Mazars brought forward ideas and capabilities we wouldn't have thought of on our own, especially with DAM rules and several small but impactful configuration suggestions. Their involvement dramatically improved the quality of our implementation.”

– Haley McRady



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