yooz

Hydrafacial Treats Their AP Processes to a Yooz Makeover

Hydrafacial®

Industry:	Aesthetics & Beauty Technology
Location:	Long Beach, California
Invoices:	1,000/month
ERP:	NetSuite
Website:	www.hydrafacial.com

Hydrafacial, part of BeautyHealth, is a global aesthetics company recognized for its signature Hydrafacial® treatment, a patented technology that cleanses, exfoliates, and hydrates the skin through an innovative hydrodermabrasion process.

With more than 35,000 devices in use around the world, the company equips salons, spas, hotels, and skincare professionals in over 90 countries to deliver personalized, science-driven treatments.

⊗ Previous Pain Points

Disconnected invoice routing and no standard approval process

Limited visibility and no reliable audit trail

Heavy manual data entry and increasing risk of errors

Independent regions and entities working in silos

Systems that couldn't scale with company growth

⊘ The Yooz Solution

Centralized storage with automated invoice routing and consistent approval paths

A full approval history for every invoice, providing instant access to who approved each step and when it occurred

Intelligent data capture and automation eliminated manual entry, reduced errors, and accelerated processing from start to finish

Single, centralized system that synchs with the ERP to keep data aligned and consistent

Quick adoption and seamless ERP integration that supported higher invoice volumes and scalable workflows

The Challenge

Before adopting Yooz, Hydrafacial's accounts payable workflow relied on emails, spreadsheets, and inconsistent approval paths. *"If you need a marketing bill approved, you had to email it across multiple areas,"* stated Phil. *"There was no centralized way to track direct versus indirect spend."* As Hydrafacial grew and prepared to go public, these gaps became more pressing. The team struggled with limited visibility, no reliable approval trail, heavy manual data entry, and a rising risk of errors. With regions and entities operating independently, managing invoices and maintaining compliance had turned into a complex, time-consuming process. The company critically needed a unified, intelligent platform that could bring clarity, standardize operations, and support the company's rapid growth.

Why Yooz

Yooz proved to be the right match for Hydrafacial's changing needs. First rolled out in 2020 alongside SAP Business One, the platform delivered quick efficiency gains thanks to its ease of use, strong integrations, and affordability. When Hydrafacial later moved to NetSuite in 2021, Yooz transitioned with them without disruption.

"It was simple because we were already using it with SAP," Phil explained. *"Yooz does everything we need without the complexity of bigger, more expensive tools."* The integration brought centralized routing, clear approval flows, and audit ready traceability. Yooz emerged as a key piece of the company's financial control framework, pairing automation with flexibility and compliance.

The implementation was swift and efficient, wrapping up in just a few months. The company connected 20 departments with unique routing requirements and synced projects, regions, and GL accounts directly with NetSuite. *"Yooz handled it all,"* stated Phil. *"If we add a project or GL account in NetSuite, it synchs automatically. It just works."*

The platform's intuitive design led to strong user adoption from day one and kept the business running without interruption. Building on this momentum, Hydrafacial is now rolling out Yooz across its European operations, beginning with France and Spain. This expansion supports the company's broader plan to build consistent financial processes across all regions.

"Start small," Phil advised. *"Pick one country, make it work, and scale from there. Lean on your Yooz team, they know the system best and will help you get it right. And don't be afraid. It's not a huge change, but it makes a huge difference. You can have a perfect system, but success depends on your people. Train them well, involve them early, and the rest will follow."*

Phil Norton, Senior Director of Global Enterprise Applications
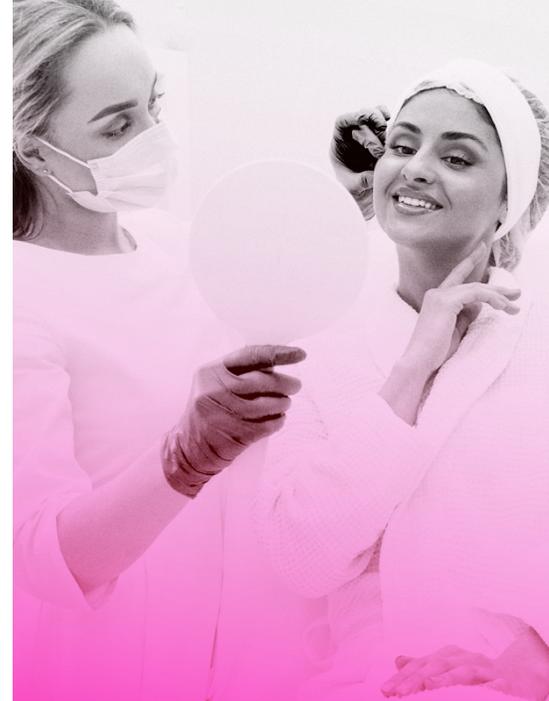
The Impact

Yooz in place, Hydrafacial has shifted from a fragmented manual process into a fast, fully digital workflow.

One team member can now oversee more than 1,000 vendor bills each month without strain. Approvals move quickly, visibility is clear, and every step has an audit trail. Reports for internal reviews are produced instantly, and vendors are paid faster since manual bottlenecks are gone.

"Yooz lets us manage hundreds of vendors with just one person," Phil noted. *"It's scalable, efficient, and gives us full control."* The finance teams now have accurate, real-time insight into spending across departments and projects, supporting better planning and decisions.

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