



MHC SOFTWARE, INC.

ABRA Auto Body & Glass Implements MHC Image Express™ and Achieves Fast, Positive ROI

ABRA Auto Body & Glass is a recognized leader in the auto body, auto glass and paintless dent repair industry. ABRA has enjoyed success ever since it opened the first location in Fridley, Minnesota back in 1984. Now, ABRA is nearing 100 company-owned and franchise locations across 11 states and is driven to be the best auto body and glass company in America.

Challenge

- As a rapidly growing business, ABRA was looking for ways to streamline operations and get the right information to the right people in a timely manner
- ABRA's accounts payable (AP) organization was faced with thousands of paper documents getting shipped across the country for processing, taking 10-12 extra days to get processed and make the information available to business decision makers

Solution

- ABRA, an MHC Document Express customer since 1999, knew that MHC provides exceptional support for its products
- ABRA selected MHC Image Express™ to address its needs - as an Infor Lawson-integrated document imaging and workflow system, MHC Image Express™ integrates seamlessly with Infor Lawson and is designed to help finance, procurement and HR organizations streamline operations
- ABRA uses Image Express to streamline processing for incoming AP invoices, electronically gathering invoice documents at nearly 100 remote locations, eliminating costly shipping and storage charges
- Additional Image Express documents: GL Journal Entries, Cash Receipts, Sales & Use Tax Reports

Implementation

- Installation occurred in late December 2007, and ABRA went into production "go live" on January 2, 2008, processing over 40,000 invoices in month one
- Only a few hours of IT support were required during the implementation and beyond

Benefits

- Over 100 managers view invoice images in one click through the Infor Lawson screens
- Images are immediately available for retrieval after scanning and AP entry in Infor Lawson
- In a year, the software delivered a positive ROI based on shipping savings alone, not to mention savings realized due to real-time Infor Lawson-integrated image retrieval
- Audits are now painless and simply require access to the system instead of sifting through boxes of paper
- An individual previously doing paper filing has since been reassigned

"We now have 30 empty file cabinets for sale! Our MHC Image Express effort was vastly successful... I cannot imagine what it would be like without Image Express."

—Scot Campbell
Senior Staff Accountant



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Customer	ABRA Auto Body & Glass
Business Function Impacted	Accounts Payable
Documents Imaged	AP Invoices, General Journal Entries, Cash Receipts, Sales Tax Reports
ERP	Infor Lawson
Challenge	Slow, high volume paper processing resulting in accounts payable delays
Solution	MHC Image Express™
Implementation	Install date to “go live” date spanned only 8 business days
Volumes	40,000+ invoice images processed through MHC Image Express™ during 1 st month; averaging 38,000 document images a month since
Benefits	Information is available to authorized resources across nearly 100 locations in seconds instead of 10 days later, without needing to ship paper documents across the country
ROI	A year after implementation, the project has paid for itself based on shipping savings alone

“We have eliminated a 10-12 day delay in invoice processing. Our remote locations love it. If they have a question on an invoice at 4 a.m., it gets answered.”

—Scot Campbell
Senior Staff Accountant

Next on the docket...

This year, ABRA is working through plans to expand Image Express usage to the procurement organization to better manage real estate leases – all without requiring any licensing upgrades or MHC Software support.