



MHC SOFTWARE, INC.

State of New Hampshire Streamlines Operations with MHC's Infor Lawson-Integrated Document Management Solution

The State of New Hampshire is the 9th oldest state in the United States and serves 1.3 million citizens operating a budget of \$5+ billion. In recent years, the State of New Hampshire has taken aggressive measures to reduce expenditures and decrease the State's environmental impact. Since implementing MHC's Image Express document management solution integrated with Infor Lawson, the State has cut costs and achieved stellar annualized environmental benefits such as reducing demand for over 9 tons of paper and 23,000 gallons of gas!

Challenge

- The State of New Hampshire comprises 65 state agencies and processes about 42,000 accounts payable transactions each month; prior to implementing a document management solution, State resources needed to hand off hardcopy vendor invoices and copies sometimes as many as 15 times to generate a single payment
- The State faced thousands of paper invoices getting copied and physically transferred from receipt at agency business offices, to their program managers for coding, to the centralized State comptroller office for final approval and eventually to the State archives

Solution

- The State of New Hampshire selected MHC to address its needs - as an Infor Lawson-integrated document imaging system, MHC Image Express™ integrates with Infor Lawson and is designed to help finance and back-office organizations streamline operations
- In 2010, the State launched the MHC Image Express™ implementation for AP invoices to complement its existing MHC Document Express™ document output solution for AP checks, 1099s, purchase orders and other document types
- To enhance the State's Infor Lawson Process Flow usage, MHC supplemented the invoice approver work unit views in Infor Lawson to include links to AP invoice images

Implementation

- The imaging project launched in March 2010 and the State went live in July; by the end of 2011, 95% of the State's AP volume was processed via MHC imaging

Benefits

- Invoice approvers view invoice images in one click and can approve documents in a fraction of the time it used to take, while the system audit trail tracks every user action
- Authorized resources are able to view and track AP invoice documents from any geographic location in seconds, saving valuable time and money internally
- Vendor payments are processed faster according to terms and providing opportunities for discounts and better business relationships
- Estimated annualized environmental benefits include: reduced demand for over 9 tons of paper and 23,000 gallons of gas, avoided generation of 2,230 pounds of greenhouse gas and use of 177,000+ gallons of wastewater
- Immediately enabled the State to pursue shared services model for statewide financial processing in 2012 as mandated by recent legislation intended to achieve further operational efficiencies



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|------------------------------------|---|
| Customer | State of New Hampshire |
| Business Functions Impacted | Accounts Payable, Finance, Audit, State Agencies/Divisions |
| Documents Impacted | Accounts Payable Invoices |
| ERP | Infor Lawson |
| Challenge | <ul style="list-style-type: none"> Multi-touch, slow accounts payable processes |
| Solution | <ul style="list-style-type: none"> MHC Image Express™ and MHC Document Express™ |
| Implementation | <ul style="list-style-type: none"> Phased rollout began with a handful of state agencies; as of 2011 year-end, rollout covered 95% of State AP volume |
| Volumes | <ul style="list-style-type: none"> 42,000 invoices per month |
| Benefits | <ul style="list-style-type: none"> ✓ Decreased AP processing costs ✓ Increased visibility of payables ✓ Expedited payables processing timeline ✓ Reduced environmental impact |
| ROI | The solution paid for itself within 7 months |

“Using the MHC Image Express software in conjunction with our Lawson AP module, we have been able to gain efficiencies in processing, auditing, approving, transportation, storage, research and interactions with our vendors. The solution was relatively inexpensive and simple to deploy and to train. The feedback from every type of user has been extremely positive.”

— Ellen Chase-Lucard
AP Business Process Specialist

Next on the docket...

Explore imaging of AP payments, purchase orders and more; evaluate possibility of leveraging MHC Image Express™ Workflow Automation with electronic routing and GL coding to further optimize invoice approval processes.