



MHC SOFTWARE, INC.

## The Nebraska Medical Center Implemented MHC's Infor Lawson-Integrated ECM Solution with Workflow and Streamlined Accounts Payable Operations

Formed in 1997 by combining the operations of University Hospital, Bishop Clarkson Memorial Hospital, and their ambulatory care facilities, The Nebraska Medical Center (TNMC) is Nebraska's largest health-care facility. TNMC employs more than 4,900 employees and has over 1,000 physicians in all major specialties and sub-specialties on staff. More than 350 medical and surgical residents assist in the training and education of a thousand students on campus in a given year.

The Nebraska Medical Center is known for excellence, innovation and quality patient care. As the teaching hospital for the University of Nebraska Medical Center, this 627 acute-care bed facility has an international reputation for providing solid organ and bone marrow transplant services. TNMC serves patients regionally including Nebraska, Iowa, South Dakota and Missouri with comprehensive oncology, neurology and cardiology programs.

### Challenge

- The invoice approval process was completely manual and paper-based, causing persistent backlogs in Accounts Payable
- On average, it took 12 calendar days to process an invoice
- Manual routing of invoices provided no audit of approval processing
- Inaccurate measure of liability because invoices were not visible or tracked until after approval was received from the department being charged

### Solution

- With MHC's Document Express™ solution for AP Checks, Payroll, Positive Pay, ACH, 1099s and Electronic W-2s in use since 2008, The Nebraska Medical Center expanded their business partnership by selecting MHC Image Express™ for Accounts Payable operations
- MHC Image Express™ streamlines approval processing for incoming AP invoices, electronically distributing invoice documents via MHC Workflow integrated with Infor Lawson vendor and GL data
- The Nebraska Medical Center retrieves document images via Infor Lawson and custom reports

### Implementation

- In 2011, The Nebraska Medical Center implemented MHC Image Express™ and MHC Workflow with Infor Lawson vendor/GL/AP520 integration
- Deployment of MHC Image Express™ was completed within 60 days

### Benefits

- AP eliminated paper-pushing activities, enabling more time for financial control activities
- Invoice processing was reduced from 12 to 7 calendar days, resulting in vendor discounts
- Electronic workflow limits approvers' access to authorized GL accounts – no more misinterpretation of handwritten GL coding
- Real-time reporting to better manage accruals, audited document processing times and exception handling of problem/delinquent invoice approvals
- MHC's Infor Lawson-integrated retrieval eliminated the manual procedures related to on-site file cabinets and requesting boxes from storage when researching department expense questions or performing audit-related reviews



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<b>Customer</b>	The Nebraska Medical Center
<b>Business Functions Impacted</b>	Accounts Payable and Finance
<b>Documents Impacted</b>	AP invoices and AP check copies
<b>ERP</b>	Infor Lawson
<b>Challenge</b>	<ul style="list-style-type: none"> <li>• Slow paper invoice approval processing resulting in accounts payable delays and vendor issues</li> </ul>
<b>Solution</b>	<ul style="list-style-type: none"> <li>• MHC Image Express™ with Workflow and MHC Document Express™</li> </ul>
<b>Implementation</b>	<ul style="list-style-type: none"> <li>• Went live with imaging and workflow processing within 60 days; increased approver productivity with Infor Lawson GL/AP520 automation</li> </ul>
<b>Volumes</b>	<ul style="list-style-type: none"> <li>• 7,000 AP invoice images processed through MHC Image Express each month</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>✓ Defined document imaging and workflow procedure</li> <li>✓ Audit reporting provides "real time" metrics for accruals and invoice exception handling</li> <li>✓ Expedited invoice processing by 58%, thus creating discount opportunities</li> </ul>
<b>ROI</b>	The project paid for itself within 4-6 months

*"It was a natural progression to expand our business partnership with MHC Software by deploying MHC Image Express™ with Workflow for our incoming AP invoices. We were extremely satisfied with MHC's Lawson integration and knowledgeable project team that ensured project success."*

—Brooks Rump  
Database Administrator, IT

### Future Plans...

Roll out MHC Workflow in Laboratory and Pharmacy, consider upstream invoice automation with MHC's OCR capture integration, and expand with MHC's Infor Lawson RQC integration.