



MHC SOFTWARE, INC.

Wentworth-Douglass Hospital Streamlines Procure-To-Pay Processes with MHC's Infor Lawson-Integrated Document Management Solutions

Wentworth-Douglass Hospital is one of the largest acute care hospitals in the Seacoast region of New Hampshire and Southern Maine, specializing in Trauma and Emergency Services, Surgery, Cancer Care, Birthing, Orthopedic Services, Cardiovascular Services, Sleep Disorders, Rehabilitation, Pain Management, Wound Healing, Wellness and Prevention Programs plus extensive diagnostic services.

Challenge

- In July of 2008, Wentworth-Douglass Hospital (WDH) went live on Infor Lawson Enterprise Financial Management and replaced multiple archaic systems with one system from Infor Lawson.
- During the Infor Lawson implementation, WDH needed to decide which partner to choose for document output and document imaging to complement their Infor Lawson investment. WDH sought a partner offering an Infor Lawson total document management solution including document output and imaging with seamless Infor Lawson integration. WDH also needed a partner that would support a phased rollout to deploy mission critical functionality first and the value added solutions second.
- In addition, WDH faced mounting AP paper records, filing backlog, misfiling of documents and inefficient document retrieval processes in their paper-based environment.

Solution and Implementation

- After a thorough partner and product evaluation process, WDH chose MHC Software's Document Express™ and deployed it with their Infor Lawson go-live to support AP check printing with Positive Pay, electronic vendor payments and 1099 processing.
- In 2010, WDH licensed MHC Image Express for the electronic storage and Infor Lawson-integrated retrieval of AP invoices, checks/remittance advices and requisition supporting documents (via RQC). WDH chose MHC Image Express™ because of MHC's Infor Lawson partnership, its low total cost of ownership with short implementation timelines and MHC's exceptional customer service experienced during the Document Express™ implementation.
- In 2012, WDH added the ability to upload and attach GL journal entry supporting documents (via GL40) to their Image Express implementation.

Benefits

- Infor Lawson users view invoice images, requisition supporting documents and GL journal entry supporting documents in one click without leaving Lawson and can make decisions 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 and payment documents from any geographic location in seconds, saving valuable time and money internally.
- Vendor payments are processed faster according to terms and provide opportunities for discounts and better business relationships.
- Instantaneous document access from Infor Lawson, including automatic related document linking (e.g., invoice to check/remittance advice)
- Electronic vendor payments allow WDH to save time and money versus printing and mailing paper checks.



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Customer	Wentworth-Douglass Hospital
Business Functions Impacted	Accounts Payable, Finance, Audit, General Ledger
Documents Imaged	Accounts Payable Invoices, AP Checks/Remittances, Requisition and GL Journal Entry Supporting Documents
ERP	Infor Lawson
Challenge	Finding a partner who could support the organization's document output and document imaging objectives
Solution	MHC Image Express™ Infor Lawson-integrated document management, coupled with MHC Document Express™
Implementation	MHC Document Express™ – live in less than 45 days MHC Image Express™ – live within 3 to 4 months
Volumes	200,000+ payments made via Document Express™ and 100,000+ AP documents stored electronically (MHC Image Express™) and available directly through Infor Lawson
Benefits	<ul style="list-style-type: none"> ✓ Increased efficiencies across AP and Finance Team ✓ Instantaneous access to documents in the context of daily work ✓ Significant reduction/reliance on paper storage ✓ Ability to pay vendors electronically while providing full payment detail to vendor
ROI	<ul style="list-style-type: none"> ✓ Savings of over \$5,000 annually (and growing as more paperless payments are made) for electronic payments vs. AP check printing ✓ Each AP representative saves 4 – 6 hours/week and 40 hours at year end since leveraging imaging solution ✓ 60% fewer calls to AP

“MHC’s products have truly brought us into the digital age by seamlessly working with our Infor Lawson system. Not only have processing times decreased, but issue resolution between multiple groups has decreased and productivity has increased. Add MHC’s second to none software support, our management staff and users could not be more pleased with the results.”

—Keith St. Cyr
Applications Analyst, IS

Next on the docket...

Imaging of incoming packing lists and automatic linking to invoices, checks/remittances, requisition documents, etc., plus eliminate off-site storage of AP records