



MHC SOFTWARE, INC.

Starkey Hearing Technologies Implements MHC Image Express™ and Streamlines Accounts Payable Operations

Starkey Hearing Technologies is a world leader in the design, development and distribution of comprehensive hearing solutions. Starkey believes in using superior hearing technology as a means to something even greater – creating meaningful connections between people and their worlds.

With 22 facilities in more than 18 countries around the globe, Starkey is an industry leader in hearing instrument manufacturing. Starkey creates top quality diagnostic equipment, hearing protection products, wireless technology and unique hearing solutions for every environment.

Challenge

- Starkey's Accounts Payable (AP) department was asked to find ways to do more processing with the same number of AP staff, while also meeting senior leadership requests to move toward a paperless "green" office
- In addition, Starkey faced thousands of paper invoices getting transferred manually and slowly via a multiple touch, interoffice mail process to support non-PO invoice approval requirements

Solution

- Starkey became an MHC Image Express™ customer in 2008 and also implemented MHC Document Express™ for AP checks to expand procure-to-pay visibility
- Starkey selected MHC to address its needs - as an Oracle E-Business Suite-integrated document imaging and workflow system, MHC Image Express™ integrates with Oracle and is designed to help finance and procurement organizations streamline operations
- Starkey uses MHC Image Express™ to streamline approval processing for incoming AP invoices, electronically distributing invoice documents for approval to 400 workflow approver routes across distributed locations

Implementation

- Installation occurred in late December 2008 and Starkey began data setup in March and went into production "go live" with workflow processing in April 2009
- Starkey has continued to expand the MHC Image Express™ AP functionality across its business units and plans to expand usage to include fixed assets and journal entries

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 and corresponding AP checks online from any geographic location in seconds, saving time and money internally and resulting in vendors who are paid more timely, enabling better Starkey business relationships
- Electronic invoice routing has enabled more accurate accruals and improved cash flow
- Moving toward a paperless AP department has freed up valuable real estate that is now used by six employees instead of file cabinets
- One AP paper filing FTE position has been eliminated

"Internal audits are now painless with Image Express. What used to take me an hour now takes five minutes."

—Sue Mitchell-Mercier
Accounts Payable Manager



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Customer	Starkey Hearing Technologies
Business Functions Impacted	Accounts Payable, Finance
Documents Imaged	AP Invoices and AP Checks (including electronic payments)
ERP	Oracle E-Business Suite
Challenge	Slow paper invoice approval processing resulting in accounts payable delays and vendor issues
Solution	MHC Image Express™ and MHC Document Express™
Implementation	Went live with imaging and workflow processing in less than four months; plan ongoing expansion
Volumes	3000+ invoice images processed through MHC Image Express™ each month
Benefits	Speedy electronic invoice approval with automated tracking; more visibility produces more accurate accruals and improved cash flow; faster audit and AP transaction research; AP department eliminated one FTE while taking on additional work
ROI	The project paid for itself within the first 18 months

“Initially I was nervous since I wasn’t involved with the document imaging evaluation which was driven by Finance. In hindsight, I was pleasantly surprised how smooth it was to install Image Express with little IT involvement.”

—Andy Birch
Information Technology

Next on the docket...

Starkey is working through plans to expand Image Express usage to include fixed asset and journal entry documents – requiring little to no licensing upgrades or MHC Software support.