



Immediate Savings in Accounts Payable

Ranked one of the nation's top children's hospital, by U.S. News & World Report, Children's Memorial Hospital in Chicago is known for organizational excellence and delivering industry-leading healthcare services. In early 2004, the situation in the accounts payable office was anything but "excellent." Despite its state-of-the-art AP software, manual invoice processing had bottlenecked workflow and was negatively impacting vendor relationships. Children's selected BasWare Invoice Processing software to streamline their internal AP systems. What they received was much more than just powerful software.

BasWare



► BasWare Invoice Processing

Covers the electronic workflow of invoices i.e. review, allocation, approval and transfer of invoices to the accounting system. The system accepts invoices in both electronic and paper format. Paper invoices are converted to electronic format by scanning. BasWare Invoice Processing makes the payment of invoices efficient and systematic, putting control back into the hands of Accounts Payable professionals.



"Integrating with legacy software is never easy, but our BasWare contact certainly did his due diligence. Within weeks, he was more knowledgeable in our system than we were." says Melissa Gentile, Assistant Controller at Children's Memorial Hospital.

No spare time for dispute resolution

For two years, Melissa Gentile, assistant controller at Children's Memorial Hospital and her team of AP clerks struggled to gain control of a perpetual six-month backlog of un-filed invoices. "We were using state-of-the-art AP automation software, but data entry was a complex and time consuming process." Manual invoice processing was not just creating back-logs of work, it was fundamentally degrading the efficiency and efficacy of the office.

- Majority of time spent keying invoices into legacy AP software or manually copying and routing purchase orders through intra-office mail system.
- Often, invoices would disappear in transition, requiring additional copies to be made and delaying the approval process significantly.
- To make the books balance at month-end, significant time was spent creating manual accruals for "in transit," or missing invoices.
- Approved invoices would take an average of six-months to be filed, making short-term invoice retrieval exceedingly time-consuming, and dispute resolution next to impossible.
- AP Manager received frequent calls from vendors seeking payment.

Too good to be true

Upon first speaking with the BasWare sales team, Gentile quelled her jubilation with cautious optimism. "They told me Children's would be able to eliminate the manual entry and excessive handling of paper invoices; streamline the overall workflow of the office; and - of critical importance - significantly reduce dispute, corrections, and payment adjustments. In addition, BasWare guaranteed full integration with our existing AP system and ROI within three months. It was all too good to be true." Children's considered several vendors, but ultimately decided to work with BasWare as they could deliver the most comprehensive solution with the fastest turnaround. "BasWare is recognized internationally as a leading vendor in this space. We needed to be sure that our software partner would be accessible if and when we needed them."

The results were immediate

"The day BasWare's Invoice Processing software went live, we could see immediate and palpable results. Not only were we able to automatically scan in all new invoices, but we could allocate much more time to dispute resolution and addressing the backlog of un-filed invoices."

- From start to finish, the implementation process took less than two months. "Integrating with legacy software is never easy, but our BasWare contact certainly did his due diligence. Within weeks, he was more knowledgeable in our system than we were."
- "The costs savings to this department will be huge, not only in the time that is saved for performing tasks, but through reduced handling errors, quicker turnaround on payments, and decreased invoice disputes.
- AP clerks are now problem-solvers instead of key-punchers.
- Children's is preparing to move forward with phase two of its implementation, which includes modules for document archiving, time and expense report management, and online check requests.



Where kids come first.™

Children's Memorial Hospital

As the number one pediatric hospital in Illinois, Children's Memorial offers children and their families leading pediatric specialists, the latest in kid-focused technology and valued pediatric experience. For eleven years running, Children's Memorial has been ranked one of the nation's top children's hospitals by U.S News & World Report. With nearly 1,000 pediatric specialists focusing on approximately 70 specialties, and 35 pediatric specialists always on call - they offer patients and their families more than any other area hospital.

BasWare

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