

CASE STUDY

Franciscan Alliance

The Business Challenge

Franciscan Alliance is a large, multi-state Catholic-Franciscan health care system made up of 15,000 employees spread out across 14 facilities in Indiana and Illinois. With multiple locations processing their Accounts Payable transactions independently, the process was expensive and created a myriad of productivity challenges.

Franciscan Alliance was processing 150,000 invoices annually but each of the 14 facilities had their own AP departments working independently of each other. With 24 FTEs processing manual check requests and all invoices being manually signed-off by appropriate personnel, the process was error prone, labor intensive and long delays were common.

In addition, hard copies of invoices were manually maintained, filed and retained at each separate facility for seven (7) years. Franciscan Alliance was in need of a process that would centralize all AP functions, streamline and automate the approval and processing of invoices and standardize procedures to save time and money.

The Solution

To streamline invoice processing, a centralized AP system that could integrate with existing applications was the most effective option. Utilizing OnBase by Hyland and Kofax Capture, the AP procedures were standardized across the organization and resulted in a reduction of FTEs from 24 to 15. With a state-of-the art system now in place, invoices are scanned, automatically entered into the system, routed and signed off electronically by the appropriate personnel.

Scanned invoices are electronically maintained in the central office but are available to offsite personnel with permission to access them. To add additional efficiency, an automated electronic invoice retention system was designed to purge specified documents after a seven year retention period. Professionally managed, with open communication and attention to detail, the project was completed on-time and on-budget.

The Products

- OnBase by Hyland with workflow, disconnected scanning, document retention, report services, OnBase Web Client
- Kofax Capture and Kofax Transformation Modules (KTM)
- Fujitsu Color Scanners with VRS

The Outcome

\$1.4
MILLION
NPV

\$1.4 MILLION NET PRESENT VALUE OVER 5 YEARS

With a positive NPV, reinforced by 5 years of hard, measurable results, the decision to move forward with this project was strongly supported throughout the organization.

\$ 75%
↓

75% REDUCTION IN LOST DISCOUNTS

Increasing the efficiency of processing invoices has enable Franciscan Alliance to pay outstanding balances quicker and take advantage of early pay discounts.



PROCESS STANDARDIZATION AND INCREASED EFFICIENCY

Streamlining and electronically driving the routing and approval process has led to less manual intervention, reduction in errors and delays and has simplified the training process as they expand.



INCREASED COMPLIANCE CONTROL

Franciscan Alliance was able to simplify their Sarbanes-Oxley compliance process with the added bonus of having strong internal controls built right into the process.

37.5%
↓
↓

37.5% REDUCTION OF AP STAFFING

The same 150,000+ invoice workload is handled by 15 FTEs instead of 24 FTEs and those resources are now allocated to other priority areas.



About Our Company

For over 40 years, Kiriworks has successfully partnered with hundreds of companies to streamline and automate their manual processes.

The staff at Kiriworks is a family of ECM professionals working hard to ensure we continue to offer you the best, most advanced solutions the industry has to offer. Our teams of industry specialists, business analysts, system integrators and project managers have the expertise to craft a solution that will simplify your processes, reduce the demand on staff and control your costs.

As a forward-thinking, aggressive ECM provider, Kiriworks is equipped with the highest quality products and the strongest team of experienced professionals to move your organization beyond simply being automated, to being exceptional. We understand your business and we challenge you to challenge us.

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The configurability of our system has allowed us to build and deploy over 25 workflow solutions in the last five years, without the need for additional services.

[GATEWAY HEALTH PLAN®](#)

Our document management and workflow system is so flexible and scalable, we have expanded it to all nine locations nationwide, going from 200 users to 1200 users.

[LARGEST TPA IN THE COUNTRY](#)