


INCREASING HORSEPOWER FOR ACCOUNTS PAYABLE

How the largest consumer governed nonprofit health care organization in the United States increased AP processing productivity by 100% without adding staff



THE SOLUTION AT A GLANCE



100% INCREASE
IN AP PROCESSING CAPACITY

DECREASED

KEY-FROM-IMAGE

75%



NO INCREASE

IN STAFFING



Having identified the perfect acquisition target, this large health care organization knew the benefits would outweigh the challenges of the merger. Through the merger they would increase their capabilities to improve health care, making it more effective and more affordable while improving the experience of receiving care for every one of its patients.

However, one challenge became immediately apparent. How could the organization absorb a 100% increase in accounts payable volume without adding staff?

THE CHALLENGE

As the organization examined their existing ERP solution, it was clear that it would not scale to meet the anticipated volume from the merger. Even the updated version proposed by their existing vendor would fall short. Without a better solution, the entire company would either have to drastically change the dynamics of their AP process, or they would need more people. Neither was an attractive strategic option. With this in mind, they turned to Genus Technologies for a solution.

THE SOLUTION

Unlike proposals that would have forced the organization to embrace entirely new software and processes, the Genus solution relied on collaboration between Genus, Tungsten Automation (formerly Kofax) and a third party to keep the organization's existing ERP system in place.

With this goal in mind, Genus delivered an AP invoice processing solution that encompasses both inbound email invoices and scanned paper invoices. The solution extracts invoice data, performs purchase order line-item matching, and provides interfaces for general ledger and add-on-cost coding. The solution initiates the AP workflow and feeds invoices to their existing ERP system, eliminating key-from-image almost entirely.

THE RESULTS

Our customer achieved its goal of meeting the challenges associated with its successful merger, including each of the following results:

- **Increased AP processing capacity by 100% volume without adding additional staff**
- **Achieved a gain of 100% in AP process productivity when compared to the estimations associated with the updated system proposed by their existing ERP vendor**
- **Reduced key-from-image by 75% resulting in significant savings of both time and expense**
- **Increased visibility to process, meaning our customer now knows the volume of invoices in process as well as those waiting to go into the system**

OUR CUSTOMER

Founded in 1957, our customer is the largest consumer governed, nonprofit health care organization in the nation. It serves more than 1.4 million medical and dental health plan members nationwide. The care system includes more than 1,700 physicians, seven hospitals, 55 primary care clinics, 23 urgent care locations, and numerous specialty practices in Minnesota and western Wisconsin.

In addition, their dental group has more than 70 dentists and 22 dental clinics. This organization also provides medical education and conducts research through its institute for education and research.

ABOUT GENUS TECHNOLOGIES

As a Tungsten Automation Trusted Partner (formerly Kofax) for nearly 20 years, Genus Technologies offers a unique blend of experience, expertise and partnership to organizations facing complex document capture, medical claims and account payable processing challenges. We are Tungsten Automation experts and have focused and dedicated our practice to the success of Tungsten Automation and our customers' experience with Tungsten Automation products.

For more information, visit [GenusTechnologies.com](https://www.GenusTechnologies.com).



PRODUCTS ENABLING THIS SOLUTION

- **Tungsten Automation Import Connector**
- **Tungsten Automation VirtualReScan® (VRS)**
- **Tungsten Automation Capture**
- **Tungsten Automation Analytics for Capture**
- **Tungsten Automation Transformation Modules and Invoice Add-on Pack (IAP)**
- **Infor Lawson® (previously Lawson Financials)**
- **Lexmark® ImageNow (previously Perceptive)**

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