

HIGHLIGHTED CUSTOMER



HEALTHCARE CLIENT OVERVIEW

With 20,000 employees distributed within a 160 mile radius of the Houston city limits, Memorial Hermann is one of the largest not-for-profit healthcare organizations in the country. The world-class integrated health system includes: Memorial Hermann-Texas Medical Center, the nation's busiest Level I trauma center; eight suburban hospitals; three premier Heart & Vascular Institutes; TIRR Memorial Hermann, one of the nation's top rehabilitation and research hospitals; Children's Memorial Hermann Hospital; the Memorial Hermann Sports Medicine Institute; the Mischer Neuroscience Institute; 8 Cancer Centers; 21 Imaging Centers; 8 Breast Care Centers; 10 surgery centers; 25 sports medicine and rehabilitation centers; 19 diagnostic laboratories; and PaRC, a substance abuse treatment center. Memorial Hermann also operates an air ambulance program and a burn treatment center.

When Memorial Hermann wanted to set a new national standard for healthcare system performance with an unrelenting commitment to quality, it turned to Ascend Software - the leader in business automation and enterprise information management solutions.

THE CHALLENGE

Memorial Hermann's geographically dispersed and integrated healthcare system faced the following serious problems:

- The need to manage multiple types of reports, documents, and information from diverse system platforms – all on one platform. Dispersing particular sections of reports to over 5,000 different departments.
- The need to expedite the AP and employee expense payment process and acquire all the required approvals in a timely manner.
- The need to track the extensive construction approval process and manage all the corresponding information.
- The problem had to be solved in days - not months - in a complex environment.

THE SOLUTION: Ascend's SmartTouch AP™

- Ascend's SmartTouch AP automated Memorial Hermann's most complex accounts payable invoice processing requests and now invoices are processed in a fraction of the time and cost.
- Invoices are captured electronically from OB10 (an e-Invoicing network that simplifies and streamlines complicated invoice-to-pay processes). Ascend's "Hands Free AP" automation, routes the invoices for approval with no manual intervention.
- Provides instant visibility to the delay points in the invoice approval and processing steps.
- Ensures all electronic approval signatures are obtained prior to integrating the invoice into Memorial Hermann's ERP AP solution, which eliminates the manual data entry of the invoices.

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Ascend's solutions' ability to capture invoice data, provide robust automation and an Enterprise Content Management solution provided Memorial Hermann with a complete in-house solution that reduced operating costs and incorporated the controls within the system and removed them from the dependence on a manual process.

THE CHALLENGE

Director-level employees and clinicians are dispersed over a vast geographic area in a large number of facilities. Memorial Hermann lacked the capability to quickly generate and deliver reports to directors, with the following issues:

- The number of reports that had to be prepared each month ballooned from 25 - to hundreds.
- Directors and clinicians waited days to receive paper reports, when they wanted secure, 24 x 7 online access to documents.
- In a multi-system, multi-application, distributed computing environment, reports were produced in a vast array of formats and delivered to a wide number of recipients for printing and archival throughout numerous facilities, wasting time, money and other resources across the enterprise.

THE SOLUTION: ReportSafe®

ReportSafe provided a complete Enterprise Report Management solution for Memorial Hermann. Benefits:

- ReportSafe was quickly deployed, enabling Memorial Hermann to securely and automatically identify, archive and distribute reports electronically, without requiring custom programming or scripts.
- ReportSafe paid for itself within 6 months. Directors and clinicians used to wait days for access to reports - now they can access them 24 x 7.
- ReportSafe seamlessly integrated with an extensive range of systems, networks and was installed in minutes - and fully effective in less than a day.
- Documents can be broken down into smaller, manageable reports so that only specific, required pages are sent to the correct recipient.
- Administrators can specify target device, how each incoming report is to be separated, while sub-reports can be directed to individuals or groups, and stored for different periods of time.
- Attribute viewing and access rights automatically to each report based on pre-defined rules to meet rigorous healthcare data handling requirements.

The ability to accept reports from so many of our operating systems and burst (separate) them to appropriate users has been a tremendous asset. In the finance department alone, it saved three employees two days of time from needing to break down the monthly financial reports by facility and send them out to each location. Then once the reports reached their designated offices, it saved individual finance groups time separating information out for departments in their locations.

– Jim Hymes, Lead Applications Analyst, Memorial Hermann

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THE CHALLENGE

Memorial Hermann's world-class personnel necessitated the need for national business travel - producing expenses, endless paper trails, receipts, storage and processing time. Numerous expense reimbursements that had to be governed by policies and manual procedures became unwieldy. When Memorial Hermann needed a solution, it turned to Ascend Software.

THE SOLUTION: SmartTouch T&E™

SmartTouch T&E (Travel and Expense) software provided Memorial Hermann with the following benefits:

- Replaced manual, tedious processing of expense reports, paper receipts and paper storage with an online solution.
- Automated controls ensure expense reports are in compliance with corporate policies.
- Eliminated manual tracking, rekeying of expense requests and data entry errors in the Accounts Payable department.
- Employee expense reimbursement checks, that used to be delivered in a month, can be delivered as quickly as the same day.
- Users can categorize and electronically attach expense requests and send them for approval. Expenses are reviewed and approved in one click - or escalated for higher approval.
- Request for payments are automatically created in the ERP Accounts Payable system without requiring an AP processor to rekey the payment request.
- Users can easily identify expense reports in violation of corporate policies or view summary compliance reports that may justify a need for a change in policy.

After implementing SmartTouch T&E, Memorial Hermann's expense reimbursement processing time and cost dropped dramatically. Employee expense reimbursement checks that used to be delivered in a month are now delivered in a day!

– Jim Hymes, Lead Applications Analyst, Memorial Hermann



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THE CHALLENGE

Memorial Hermann needed to automate the labor-intensive steps required to complete capital funds requests. Capital requests took months, required supporting documentation and manual processes that clogged the hospital's system and wasted money.

THE SOLUTION: SmartTouch Capital™

SmartTouch Capital provided Memorial Hermann with the following benefits:

- Eliminated labor-intensive steps and automated processes required to complete capital funds requests.
- Provided users with easy-to-use, online capital request forms to attach proposals, specifications, images, and other supporting documentation.
- Capital requests, that took weeks or months to complete, can now be electronically distributed to directors simultaneously and approved in as little as a day.
- Electronic capital requests are routed for approval and can take different paths based on the specific request. Higher-dollar items can be escalated for additional approvals, or senior staff can request additional information prior to approval, while validation and integration with Memorial Hermann's ERP solution is processed in real-time.
- Approvals are accurately coded the first time - eliminating errors and double entries into ERP purchase order systems.

THE CHALLENGE

Memorial Hermann required an automated enterprise-wide check request solution to dramatically reduce manual processes.

THE SOLUTION: Online Check Request Automation Solution

Ascend Software's Check Request solution delivered the following capabilities:

- Users access an Ascend online Check Request form, eForm, to enter requests for payments that are routed for validation to ensure account information is correct.
- Requests are then electronically routed for approval and transactions are automatically entered into Memorial Hermann's Accounts Payable system, thereby eliminating manual entries into the AP system and related errors.
- Check request invoices are created from the eForm and stored in the Ascend Enterprise Information Management solution, with the ability to attach supporting documents, receipts, and images Memorial Hermann personnel submitted with the online Check Request.
- Time-consuming manual processes were eliminated, and Check Requests that took days were completed in hours.



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About Memorial Hermann

An integrated health system, Memorial Hermann is known for world-class clinical expertise, patient-centered care, leading edge technology, and innovation. The system, with its exceptional medical staff and 20,000 employees, serves southeast Texas and the greater Houston community. Memorial Hermann's 15 hospitals include three hospitals in the Texas Medical Center and eight suburban hospitals. The system also operates comprehensive cancer centers, the LifeFlight air ambulance program, the area's only burn treatment center, numerous imaging, sports medicine and rehabilitation, surgery centers, a wellness center, a chemical dependency treatment center, a home health agency, a retirement community and a nursing home. To learn more, visit <http://www.memorialhermann.org>

About Ascend Software

Since 1997, Ascend Software has developed business process management solutions which provide greater cost savings automation and are easy to implement. Ascend's enterprise information management solution was designed from the ground up to archive all types of information (i.e., reports, documents, images and all file types). Additionally, Ascend developed their advanced workflow solution that provides greater automation and is the foundation for their SmartTouch Solutions. Ascend's advanced automation overcomes challenges typically found in workflow solutions and is the reason for the implementation success. Ascend's solutions are implemented in all industries and distributed in fourteen countries. Headquartered in Brea, California, the company has branch offices in Tennessee, Maine, and Virginia. Visit <http://www.ascendsoftware.com> for more information.