CUSTOMER STORY

ONE SOLUTION... SOLVING MANY ISSUES

Community Hospital of Monterey Peninsula (CHOMP), a nonprofit healthcare provider serving the Monterey Peninsula and surrounding communities through 15 separate locations, selected Ascend Software's *ReportSafe*® to effectively capture, store, and distribute valuable reports and documents.

When CHOMP went looking for report management software to archive their legacy system and Lawson reports, they didn't expect to find such a multi-functional solution. Ascend's *ReportSafe*® not only effectively archived their valuable reports, but scanned documents and automated business processes. The software helped them fine tune their process and provide instantaneous distribution throughout their various departments.

TRUST IS KEY

Kathie Sage, Materials Management Assistant Director at Community Hospital of the Monterey Peninsula selected Ascend's *ReportSafe*® to meet the hospital's report management needs. What she found in Ascend's solution was software that delivered more than was promised and a company she could "trust." One unexpected benefit of implementing *ReportSafe*® was the automation of their Capital Equipment Requests Forms (CERF), a process that once took months to complete now takes less than a day. CERFs require supporting documentation and levels of approval, most of which was done manually prior to *ReportSafe*®. Now, CHOMP users are able to scan proposals and supplemental documents that support the Capital Request at any point in time, and associate them with the initial CERF. CERFs are electronically distributed to directors for approval simultaneously. *"Our Capital Process is now online and takes minutes instead of weeks. Ascend delivered more than we expected. Our document approvals, research, tracking and storage management are all online and extremely easy to use,"* said Kathie Sage.

MULTIPLE BENEFITS

CHOMP quickly discovered other *ReportSafe* benefits: *"After the initial need of archiving was taken care of, we quickly expanded the usage of ReportSafe*®,*"* remarks Ms. Sage. *"We use it to 'burst' our monthly expense reports, distribute our capital equipment requests, and notify our managers when requisitions are in need of approval. Although we have not fully calculated our return on investment, I know that ReportSafe*® *has more than paid for itself in printing costs and man hours."* The Financial Services department has realized particularly valuable benefits with the "bursting" capabilities inherent in *ReportSafe*®.

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Tess Alcantara, Budget Analyst, Community Hospital of Monterey, explains that the bursting and distribution capabilities of *ReportSafe*® is a very effective and fool-proof system for assuring that reports are sent only to authorized recipients, almost from the moment they are originally generated from Lawson. *"One of our specific objectives is to encourage the directors (our end-users) to regularly review the information in these reports"* states Ms. Alcantara. She further explained how the automatic E-mail notifications prevent lost or misplaced reports.

In addition, the Financial Services department particularly likes the ability to extract complicated reports into Excel with a single click. The report data is more meaningful during budget preparation time as they can quickly analyze operation costs. *"Overall, the use of ReportSafe® was by far the most effective way we have found to optimize the usefulness of these reports,"* said Ms. Alcantara.

A BOUT CHOMP

Community Hospital of the Monterey Peninsula, founded in 1934 and located at 23625 Holman Highway in Monterey, has grown and evolved in direct response to the changing healthcare needs of the people it serves. It is a nonprofit healthcare provider with 205 staffed acute-care hospital beds and 28 skilled-nursing beds, delivering a continuum of care from birth to end of life, and every stage in between. It serves the Monterey Peninsula and surrounding communities through 15 locations, including the main hospital, outpatient facilities, satellite laboratories, a mental health clinic, a short-term skilled nursing facility, Hospice of the Central Coast, and business offices. Find more information about Community Hospital of the Monterey Peninsula at www.chomp.org.

A BOUT A SCEND

Ascend Software, a computer software development company headquartered in Brea, California, delivers superior Enterprise Information Management and Business Automation solutions for the mid-range, Windows and mainframe environments. Distributed in 14 countries, Ascend's solutions are recognized for their superior design and automation which provides their customers with a faster and greater return on investment. The company's mission, Setting the Standard for Product Integrity, is highlighted in everything they do...from product development to installation to customer and technical service. Ascend delivers what they promise.

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