

CUSTOMER CASE STUDY

Health Alliance™

CLIENT OVERVIEW

The Health Alliance of Greater Cincinnati, an integrated healthcare delivery system which includes several hospitals, was on a mission to eliminate paper reporting in their Human Resources (HR) department, and eventually throughout the company. After an evaluation of Ascend's HR Business Process Automation and Health Alliance knew they had the right solution to dig their way out of the mountain of paper they found themselves under.

MAN HOURS CUT BY TWO-THIRDS

One of the many time-consuming tasks for Health Alliance's long-suffering benefits department was processing employee tuition reimbursement forms. There were various paper forms that employees had to fill out...and fill out correctly...before checks could be cut. With Ascend's HR automation, now employees simply login to an online tuition solution, fill out the electronic forms and submit an online request for payment. The online form prevents the time-intensive paper handling process and gives the employee real-time feedback if errors exist so the tuition payment request can be submitted with confidence. No more back-and-forth mail runs to get things processed correctly. The company estimates that they have cut their man hours from 185 to 66 hours per tuition reimbursement submission. And this is only one example of how Ascend has helped Health Alliance save time and money.

*"We cut our man hours from 185 per month to 66 — a huge savings."
"Our users love the automatic confirmation when they submit their forms."*

PARTNERS NOT PURCHASERS

There is a difference between purchasing a product from a vendor, and creating a win-win relationship with someone you consider your partner in the success of a new venture. Stella Snowden, Manager, Associate Benefits, Health Alliance, values Ascend as a 'partner' in Health Alliance's commitment to reducing their paper overload and creating successful online solution. "Working with Ascend has been a real pleasure. They have been very patient with our bureaucratic delays and back-and-forth decision-making process," comments Ms. Snowden. "Their ability to join us in the discussion process and work through our growing pains without complaint or frustration is a real testament to their character." In addition, Ms. Snowden adds that Ascend's sales and technical teams have been a great help in correctly setting up their system to work flawlessly, often recommending options that Health Alliance management had never put into their plans. "Having knowledgeable, likeable people to help you through a new transition such as this was for our company, was very appreciated by our staff," states Ms. Snowden.

"Our relationship with Ascend is more of a partnership than a vendor-buyer relationship, and I believe it is that understanding that allows this project to be successful."

**Stella Snowden Manager
Associate Benefits
Health Alliance**

CUSTOMER CASE STUDY (cont.)

The Health Alliance logo, which includes the text "Health Alliance" in a serif font with a small graphic element above the word "Alliance".

WHEN YOUR USERS ARE HAPPY...YOU'RE HAPPY

The employees of Health Alliance are the real beneficiaries of this improved benefit system. Users have reported that they absolutely love having one place for everything and the automatic reminders they receive when deadlines are nearing or something is not correct on their form. It has saved a tremendous amount of time for them in submitting their paperwork, and in receiving their checks or benefit confirmations. They also appreciate the ability to save digital or scanned images of what they have submitted so that they always have a record.

The system is currently handling benefit forms such as flexible spending accounts, tuition reimbursement and United Way contributions. They plan to eventually add other HR forms and to provide at-home access with Ascend's web-based login.

“The personnel at Ascend have been wonderful to work with. They really know what they are talking about and they are very patient.”

About Health Alliance

The Health Alliance of greater Cincinnati is an integrated health delivery system that includes the university hospital, the Jewish hospital, Fort Hamilton hospital, Drake Center, West Chester medical center, and the physicians of Alliance Primary Care. Their purpose is to provide the community of greater Cincinnati with high quality, cost effective, accessible healthcare. The Health Alliance is Cincinnati's largest healthcare provider and recently expanded its physician practice by acquiring greater Cincinnati associated physicians. The organization which employs over 7,800 people has been recognized for its progressive supplier diversity and disability service programs. For more information on the Health Alliance, visit www.Health-Alliance.com.

About Ascend Software

Since 1997, Ascend Software has developed business process management solutions which provide greater cost savings automation and faster implementation. Ascend's Enterprise Content Management solution was designed from the ground up to archive all types of information (i.e., documents, reports, images and all file types) and in their native format. Additionally, Ascend developed their advanced business automation platform 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 their implementation success. Ascend's solutions are implemented in all industries and distributed in fourteen countries. Offices are in California, Nevada, Tennessee, Colorado and Oregon. Visit <http://www.AscendSoftware.com> for more information.