



● ● USER STORY

Nonprofit Insurance Company Recovers from the Paper Storm with Paperless AP Automation.

COMPANY PROFILE:

- Founded in 1948
- Independent Licensee of the Blue Cross and Blue Shield Association
- Not-for-profit mutual insurance company
- Managed by a community-based Board of Directors

GOALS:

- Accurate reporting and analytics
- Better cash management
- Increased visibility of AP processes
- Customizable Paperless ERP solution
- Management of multiple entities in one GP database

SOLUTION BENEFITS:

- Seamless integration with Microsoft Dynamics GP and Binary Stream Multi-Entity Management
- Decreased manual data entry
- Timely invoice payments
- Single streamlined system
- Fully automated intercompany processing with Multi-Entity Management



In order to increase the efficiency of their AP department, Arkansas Blue Cross and Blue Shield implemented the team of Microsoft Dynamics GP, MetaViewer and Multi-Entity Management to save time and money.

Highlights:

Increased efficiency with Microsoft Dynamics, Binary Stream and MetaViewer. By utilizing the power of MetaViewer, Binary Stream Multi-Entity Management and Microsoft Dynamics GP, Arkansas Blue Cross and Blue Shield was able to decrease the amount of manual data entry in their AP department with automated document capture and workflow.

Improved visibility into financial information. Giving accountants and vendors insight into invoice information was vital. MetaViewer has made invoices easily searchable and accurate information is more readily available to vendors. With Multi-Entity Management, Arkansas Blue Cross and Blue Shield was able to consolidate nine separate databases into one centralized database.

Simplified AP processes. Arkansas Blue Cross and Blue Shield employees no longer had to enter information into multiple AP systems, making processes more streamlined, information more readily available and reporting more efficient.

Better cash management. MetaViewer has helped Arkansas Blue Cross and Blue Shield pay more invoices on time and capture early-payment discounts by sending alerts when payments are due, contributing to increased ROI and cash management.

Situation: Prior to implementing GP, MetaViewer and Multi-Entity Management, Arkansas Blue Cross and Blue Shield used multiple databases and inefficient processes, creating the need for a streamlined AP system.

“Now that we have a system that ‘talks’ with our financial system, we get much better reporting.”

Joshua Lundin, AP Supervisor
Arkansas Blue Cross and Blue Shield



Insurance Provider decreases paper and increases financial visibility.

Founded in 1948 in the wake of World War II, Arkansas Blue Cross and Blue Shield is a not-for-profit, Independent Licensee of the Blue Cross and Blue Shield Association and is the largest health insurance provider in Arkansas.

Before implementing MetaViewer and Multi-Entity Management, Arkansas Blue Cross and Blue Shield used a document management solution that did not communicate with the company's accounts payable system, as well as nine separate databases, one at each of their separate companies and subsidiaries in Arkansas. Processes were manual and tedious, invoices could not be sorted and information had to be keyed into each system separately, resulting in double the work for each invoice. Reports could not be run directly from their previous document management solution, and it also didn't allow for sorting of invoices by due date, causing little visibility into invoice processing.

"We really needed a new system that was made for AP, that would allow us to run reports, enable us to be in control of our environment and make changes as we needed them," Arkansas Blue Cross and Blue Shield accounts payable supervisor Joshua Lundin said. "Another major area of concern was cash management."

Without knowing payment due dates, accountants were forced to push invoices through as they were received.

"This is never an ideal situation," Lundin said. "We had to have a system that allowed us to monitor what was going in and out and help us better manage our cash."

Solution:

Arkansas Blue Cross and Blue Shield took the first steps toward better financial management by implementing Microsoft Dynamics GP as their new financial system. To make their AP processes even more efficient, they decided on MetaViewer as their new document management solution.

"We had presentations from a couple different vendors, but MetaViewer was by far our favorite," Lundin said.

MetaViewer's ability to scan and read invoices, route them through workflow and manage much of the indexing was extremely appealing to Lundin and his staff and they decided to implement.

Metafile employees got their solution up-and-running, complete with customization that was unique to Arkansas Blue Cross and Blue Shield. Since each company is different, MetaViewer implementation specialists and developers are able to integrate additional requirements into each individual system to make sure that the company is getting the most out of their solution and that it is meeting their needs.

"Our invoicing was a little unique in that we needed lines that we could put credits to, as well as debits," Lundin said. "They were able to make these changes quickly and effectively."

In January 2014, Arkansas Blue Cross and Blue Shield began using their new solution by transitioning some of their top vendors to MetaViewer. After a few months, the rest of their vendors were added and their solution was put into operation.

MetaViewer also merged perfectly with Arkansas Blue Cross and Blue Shield's new Multi-Entity Management system, a solution that manages multiple separate legal entities through one centralized GP database. In the places they were struggling with reports previously, Multi-Entity Management allowed them streamlined analytics and increased efficiency of their GP solution.

Results:

"Many of our processes have been simplified," Lundin said. "Now that we have a system that 'talks' with our financial system, we get much better reporting. Our check writes are also much simpler and we no longer have to tie out two systems."

Since implementing Multi-Entity Management and MetaViewer, Arkansas Blue Cross and Blue Shield has reaped the benefits of a fluid process, clear analytics and overall increased efficiency. MetaViewer has given them the confidence of knowing that they are paying invoices on time by pulling in term dates from the invoices. The staff also has more control over the invoices, according to Lundin.

"We no longer have to enter information in twice and we can create and run reports directly from MetaViewer," he said. "Time that was spent keying information can now be spent making sure we are allocating these invoices correctly."

The accounting team wasn't the only group that benefited from the new document management solution.

"Our customers have also benefited from MetaViewer," Lundin said. "Now that we have adjusted to MetaViewer, we are able to give better information to our vendors."

Arkansas Blue Cross and Blue Shield also has plans to implement MetaViewer VendorView, an add-on that gives vendors an inside look at their invoices.

A great team of Multi-Entity Management and MetaViewer allowed Arkansas Blue Cross and Blue Shield to take back control of their financial processes.

"Instead of being a 'heads-down' environment of mindless keying, we can have our 'heads up' and better keep up with our cost procedures," Lundin said.

To learn how MetaViewer and Binary Stream can significantly improve your ERP solution and experience Paperless ERP, contact your sales representative or visit www.metaviewer.com and www.binarystream.com.

