



WORKBOOK

EXTENDING ONBASE INTO ACCOUNTS PAYABLE

NAVIANT®
Process focus. Excellence.

OnBase®
by Hyland

ONBASE / PUTS YOUR WORLD OF INFORMATION IN YOUR HANDS

Leveraging OnBase in Accounts Payable

OnBase automates manual AP processes and provides instant access to relevant data and documents. This minimizes costs while increasing visibility into payment processing and improving process controls and tracking.

Arranged into six categories, this workbook is carefully designed to encompass the ideal elements of an OnBase AP solution.



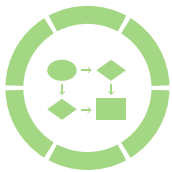
Capture

Capture all critical content – paper, electronic and data – from any location. Minimal data entry is required because your documents are automatically classified and indexed.



Integrate

Content in OnBase integrates seamlessly with core applications – like ERPs and other accounting systems – without requiring custom code. Not only is content instantly available directly from these applications, the systems also synchronize data in real time behind the scenes.



Manage

Better manage your data, documents and processes. OnBase allows information to flow easily throughout your organization, minimizing process delays, automating repetitive tasks and equipping users to make better decisions to drive work forward.



Measure

Monitor and report on the information and activities within your OnBase system. Identify and eliminate bottlenecks and prepare for audits with immediate insight into what information you have and what information you need – without involving IT administrators.



Access

Everyone who needs to access content and processes can easily do so from anywhere. The user experience is personalized, integrated with core applications, available from mobile devices and extended to authorized users outside of your organization.

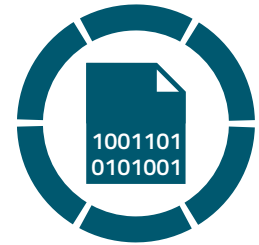


Store

Securely store and protect content from disaster throughout its entire lifecycle with built-in data redundancy and automatically destroy content when it expires in accordance with legal retention requirements.

ONBASE / CAPTURE

No matter where your documents – like invoices, purchase orders or packing slips – are located or what format they come in, OnBase captures them right at the source and organizes them – and the data they contain – into a single system with minimal human interaction.



Paper

List any paper AP documents you reference that aren't stored in OnBase:

OnBase can capture these documents right at the point of origination.

Where could you eliminate the cost of printing, storing and/or shipping?

Electronic

Check the electronic documents and data types you reference that aren't currently in OnBase:

Where is this content located?

PDFs	Text reports	ERP	File shares
Emails	Office documents	Accounting system	Cloud storage
Forms	_____	SharePoint®	Legacy systems
Faxes	_____	Mainframes	Email inboxes
Data streams	_____	Personal drives	_____

By capturing important electronic documents and data, you eliminate time wasted searching in multiple locations for information.

Data

Think about the systems where manual data entry occurs in your AP department.

Where does this data originate?

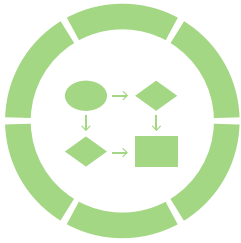
Which system(s) do people manually type data into?



OnBase can ingest data directly from data streams like EDI and XML. It can also capture data from electronic forms or imported documents. Additionally, these documents can be automatically classified for automated data extraction and validation. You can then send the extracted data to other back-end systems and use it to automate the indexing of the documents in OnBase.

How will your AP processes benefit from electronic data capture?

ONBASE / MANAGE



Effectively manage data, documents and processes on one platform: OnBase. Automate repetitive process steps, get more out of your critical content and support knowledge-driven work with a complete view of information.

Manage Processes

Structured processes that can be mapped on a flowchart – those with predictable steps and outcomes – can be optimized and improved with OnBase. Leveraging Workflow and other tools, OnBase automates repetitive tasks while delivering meaningful exceptions to the right people at the right time.

List your structured processes that could benefit from OnBase. Then, to the right of each, check the key capabilities that you could use to improve each process.

	Verify existence and accuracy of related documents	Route decisions, documents and exceptions	Automate repetitive tasks and rules-based decisions	Send automatic notifications and reminders	Load-balance work across teams	Manage complex approval processes
<i>Invoice processing</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Once a business decision is made, how do you communicate the decision and compose the documentation?
(e.g., letters, statements, etc.)

Manually Automatically


Manage Data

Even in your automated processes, there are steps that require you to gather and manage data. Your AP staff must use discretion and make decisions to manage exceptions, cases and unpredictable processes that involve many tasks, people, documents, events, dates, etc.

What challenges do your knowledge workers most often face?
Check all that apply.

- | | |
|--|---|
| Excessive use of spreadsheets | Inability to accurately report on process status |
| Lack of collaboration | Multiple and/or conflicted data sources between departments |
| Struggle to delegate tasks | Difficulty tracking related documents |
| Disconnected documents, data and folders | Large amounts of dates and expirations to manage |

OnBase can address these challenges and reduce application sprawl. See next page.

 **What tools are you using in AP to manage key business data and supporting processes?**

Check all that apply.



ERP



Excel® spreadsheets



Lotus Notes®




Access® databases



Legacy departmental applications


With tools like WorkView | Case Manager, OnBase provides a platform for data-centric and case management applications, replacing antiquated departmental databases, shared spreadsheets and legacy systems.

If you selected ERP, reference the [Integrate](#) section on page 8 to learn more about how OnBase interacts with your ERP.

 **QUIZ: Which of these are benefits of building applications with OnBase?**


Check all that apply. Answer found at the bottom of the page.

- a. Provide workers with a 360-degree view of all the information they need to support a specific customer, case or project
- b. Natively manage and connect data, documents, notes and correspondence
- c. Schedule events, delegate tasks, log activities and collaborate with other individuals
- d. Increase visibility with built-in reporting dashboards and full audit trails
- e. Seamlessly integrate with existing information systems
- f. Add to application sprawl by requiring many custom-developed and off-the-shelf solutions

 **Note any other applications that you would like to create or replace with OnBase.**

Manage Documents.....

With OnBase, your AP staff work electronically with all the critical content they need, regardless of format. Empower them to easily search for documents required to make decisions while leveraging digital folders and file cabinets to keep content organized.

 **To get the most out of your content in OnBase, which of these content management capabilities would you like to incorporate into your OnBase AP solution?**

Check all that apply.



Auto-pay approved invoices



Organize with folders and file cabinets



Collaborate and add notes



Manage revisions and versions



Auto-generate and distribute correspondence


The true beauty of the platform is that it empowers you to create applications that combine **data, documents and processes** on-premises or in the cloud. This supports areas like enterprise content management (ECM), document management, case management, smart process applications and business process management (BPM) – all while addressing your specific needs and information requirements.

ONBASE / ACCESS



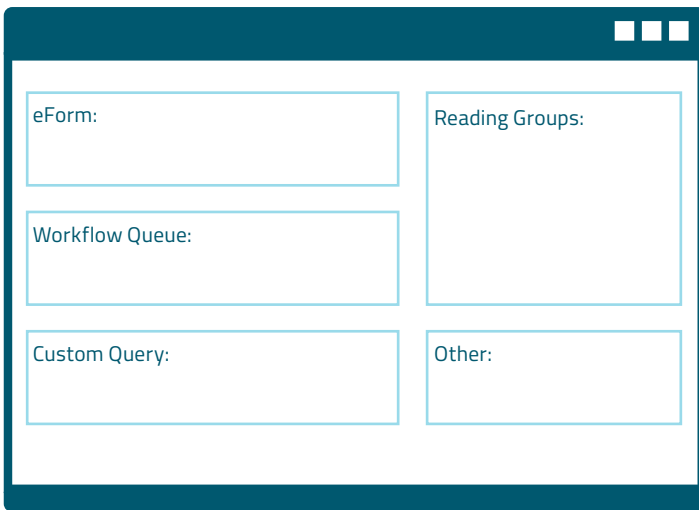
OnBase makes your critical AP content available to the people who need it, wherever they are, from almost any device or application. This enables your users to work the way they are most comfortable – whether inside or outside the four walls of your organization.

In the office

 With us, it's personal.

In the OnBase Unity and Web clients, your users have the ability to customize their OnBase homepages – putting the documents, forms, business processes and reports that are important to them right at their fingertips. What would you choose?

Personalize your page




List the items your AP staff wants immediate access to:
eForms (e.g., invoices)

Workflow queues (e.g., approval queue)

Custom queries (e.g., open invoices from the last six months)

Other

 Working in another application? Stay there.

OnBase integrates with virtually any business application, meaning that your users can access content and interact with business processes directly from the familiar screens of critical AP applications.

Do your employees often need to access documents and information not found in your existing AP application?

List your employees:

AP staff position

List how they access necessary documents and information:

_____	→	_____
_____	→	_____
_____	→	_____
_____	→	_____
_____	→	_____

The [Integrate](#) section on page 8 will help you understand the options available to integrate OnBase with these applications.

Outside the Office

 **How would your AP staff prefer to access information?**
Check all that apply.



Smartphone



Desktop




Windows® Tablet



iPad®



Laptop

 **Who in your organization could benefit the most from access to OnBase on a mobile device?**


<i>Who</i>	<i>Device</i>
<i>CFO</i>	<i>iPad</i>
_____	_____
_____	_____
_____	_____

 **What processes could your users drive forward faster if they could continue them offline?**

<i>Who</i>	<i>Process</i>
<i>AP manager</i>	<i>Managing exceptions</i>
_____	_____
_____	_____
_____	_____

Extended Access

Having access to all the content you need – when you need it, wherever you are – is great. But what about those instances when people outside your organization need access to your content as well? Bridge the gap between you and your external stakeholders – including vendors, auditors and anyone else who needs to interact with your content. Reduce the burden on customer service by providing these individuals with self-service options.

 Below are a few options that OnBase offers for extending access beyond the walls of your organization. Note here who could benefit (e.g., vendors, auditors, etc.) and what they would access.



External web access
 (through your online portal)

Who
Vendors

What
Payment statuses



Direct links to OnBase documents in an email

Who
Invoice approvers

What
Invoices

Signatures

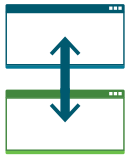
OnBase integrates with DocuSign® and CIC Ceremony™ Server. This enables you to electronically obtain signatures from people outside your organization in the cloud. Which processes require external users to sign documents?

ONBASE / INTEGRATE



The information and processes managed by OnBase almost always relate directly to data, tasks and activities within other systems. Integrating OnBase with the applications your AP staff use every day provides significant improvements in productivity.

Below are some common processing inefficiencies that result from a lack of integration between OnBase and other systems:



Switching applications: AP staff frequently leave their ERP and other accounting systems they work in and switch over to OnBase to perform related tasks, then switch back to their core application. These related tasks in OnBase could include searching for related information, performing steps in a workflow, filling in forms and/or saving documents outside of OnBase to email or edit.



Multi-step uploads: Users perform multiple steps when simply trying to upload documents into OnBase (e.g., Office documents, emails, attachments, etc). They save documents to a folder, launch OnBase, drag and drop a folder into OnBase and then index the document.



Duplicate data entry: Users enter the same data into multiple systems (e.g. OnBase and your ERP) or transpose data from one system to another.



Data out of sync: Data gets out of sync between OnBase and your other applications, causing delays in your processes. Users must wait for information to be updated or manually verify and update information prior to taking action.

By integrating OnBase with your other applications, you address these issues. There are multiple integration approaches and OnBase provides many options. We offer purpose-built integrations with several key applications, integration tools to integrate OnBase with ANY application and our API, which allows you to create your own integrations with OnBase. Use this chart to compare the advantages of each:

	Install: Speed to implement based on amount of effort required	Upgrade: Integration method fully tested for each OnBase version	Maintain: Support provided to troubleshoot issues with performance or functionality
Purpose-built integrations	Fastest	Fully Tested	Full Support
Integration Tools	Fast	Fully Tested	Full Support
Custom code integrations with the API	Slowest	Partially Tested*	Partial Support*

*Hyland, creator of OnBase, ensures the API toolkit functions as expected during each upgrade and your first line of support will confirm that the API toolkit is functioning as expected. Please review the terms of your support contract for details.

START HERE

Is there a purpose-built integration for the application(s) you wish to integrate with?
(Check the Productivity Tools & Enterprise Applications lists on the left-hand side of the page.)

Yes

No

Productivity Tools

MS Outlook®
MS Office Business Applications
MS SharePoint®
Google Services
IBM Lotus Notes®
Novell GroupWise®



There is a purpose-built integration for you. These integrations are built directly into the application and will solve these issues:



Switching applications



Multi-step uploads

Enterprise Applications

SAP™
Infor Lawson™
Oracle PeopleSoft Enterprise™
Oracle E-Business Suite™
Deltek Costpoint®
Check OnBase.com/Community for more



There is a purpose-built integration for you. These integrations are built directly into the application and will solve these issues:



Switching applications



Duplicate data entry



Data out of sync

My application was not listed on this page or on OnBase.com/Community. No problem! Let's pick the right integration tool for you.

Do you want to integrate without writing or maintaining custom code?

Yes

No

Pick the issues you want to solve:



Data out of sync



Duplicate data entry



Switching applications



You need a data-level integration

The Enterprise Integration Server (EIS) ensures an instantaneous, guaranteed exchange of data between OnBase and your core systems without requiring programming to an API or relying on error-prone, flat-file data exchanges.

If you simply need other applications to access information from OnBase, look into Published Web Services. Auto-fill keyword sets, a standard OnBase feature, may also be worth exploring. This allows OnBase to directly access and utilize sets of data that exist in other applications when users are indexing documents, completing forms, etc.

You need a screen-level integration

Application Enabler allows you to integrate OnBase with your existing applications with no custom coding. Link OnBase documents, folders, forms, queries and more to fields on the screens of your applications with a few clicks.

You need to create your own

The OnBase suite of APIs gives you the flexibility to create your own integrations with OnBase. We provide your programmers with access points to integrate with OnBase documents, processes and more. Programming interfaces for industry standard languages allow your developers to create custom integrations with familiar tools like .NET, COM, Java and Web Services.



Which integration method is right for you?

Note your ideas and/or questions to ask your solution provider.

ONBASE / MEASURE



What you can measure, you can improve. OnBase provides tools that provide visibility into almost everything that is happening within the system.



Match the OnBase capability to the benefit.

Type the number that corresponds with each letter. Answers found at the bottom of the page.



Monitor

A. _____

1. Ensure compliance with internal and external standards and avoid costly fines by identifying missing, incomplete or out-of-date information. Provide auditors with access via a secure website, allowing them to perform their work without coming on-site.



Audit

B. _____

2. Run historical reports from OnBase without relying on IT. Over 140 pre-configured reports provide information to use for budgeting and resource planning, including system usage and performance, licensing, processing times, bottlenecks and more.



Report

C. _____

3. Gain real-time visibility into Workflow and immediate, actionable information about the status of critical processes including color-coded threshold benchmarking. Available on a tablet, SharePoint site and OnBase Web Client.

Monitor

Who would benefit from real-time visibility into processes?

Which processes?

How would they access this?

Tablet
SharePoint Site
OnBase Web Client



Audit

If an auditor walked in the door and required access to information, how would you feel?

Why?

What information in AP do you need to regularly verify the existence, accessibility and accuracy of?

Check one.



Report



List the processes you would like to enable your users to report on and analyze.

(e.g., invoice aging)



List the areas of OnBase you'd like insights into. (e.g., employee workload, volume of invoices processed)



In order to prove the value of this solution to free up funds for future projects, what benchmarks would help you prove and track the ROI of the solution?



ONBASE / STORE

Storing your important information in one centralized place grants you complete control over it. With OnBase, your unique records management and retention requirements are now well within your grasp without adding significant or unnecessary expenses to the total cost of your solution. Ultimately, consolidating your content into one system eliminates the need to manage it across a variety of databases, systems and physical storage locations.



Destroy.....

Legal requirements dictate that your documents are deleted according to specific retention schedules.

Do you want your AP solution to allow you to manage your content throughout its entire lifecycle?

Yes No

What types of retention requirements exist in your organization?

What is your current method of managing these requirements?

Protect.....

Online redundancy is an inherent characteristic of OnBase, ensuring that your content isn't vulnerable to catastrophic events.

In the event of a catastrophe – such as a fire, power outage or natural disaster – what strategy do you currently use to ensure information is protected?

For data in your database, have you implemented database backups, log shipping, mirroring or clustering? If not, why?

Secure.....

OnBase is already a secure solution, designed to protect your data without the use of third-party software. However, if your industry standards require an additional layer of security, OnBase may be tailored to accommodate your specific needs.

Safeguarding your data is also pertinent to remain in compliance with company, state and industry standards.

Which compliance regulations impact how you store data?

Can you ensure that sensitive data stored within your database is protected from database administrators and other unauthorized external parties?

Yes No


Encryption at the disc-group level can protect against unauthorized access to your important files. What AP documents could benefit from this level of protection?

Do you require https encryption to protect your data as it's transmitted across the internet?

Yes No

Bringing it all back

Now that you have evaluated how OnBase can improve your AP processes with this workbook, it has likely sparked some ideas and helped you identify several areas for improvement.

 Note your top priorities for expanding OnBase into AP here.

What do you do now?

To get more information on the specific functionality available to you in each product category, go to the [Product section on Community](#) and filter by the categories in which you see potential.

When you're ready to get started, contact your solution provider to guide you through the process.

 **Solution Provider Contact:**

Name: _____

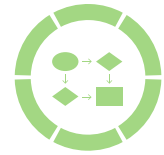
Email: _____

Telephone: _____

Learn more at OnBase.com/AP »



Capture



Manage



Access



Integrate



Measure



Store

