



WORKBOOK

EXTENDING ONBASE INTO ACCOUNTS RECEIVABLE

NAVIANT®
Process focus. Excellence.

OnBase®
by Hyland

ONBASE / PUTS YOUR WORLD OF INFORMATION IN YOUR HANDS

Leveraging OnBase in Accounts Receivable

OnBase automates manual AR processes and provides instant access to relevant data and documents. This minimizes costs while reducing days sales outstanding (DSO) and providing visibility into receivables and cash flow.

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



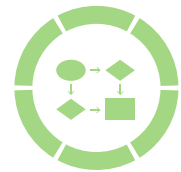
Capture

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 purchase orders or proof of delivery and payment documents – 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 AR 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:

- | | | | |
|---------------------------------------|---|--|---|
| <input type="checkbox"/> PDFs | <input type="checkbox"/> Text reports | <input type="checkbox"/> SharePoint® | <input type="checkbox"/> File shares |
| <input type="checkbox"/> Emails | <input type="checkbox"/> Office documents | <input type="checkbox"/> Fax servers | <input type="checkbox"/> Mobile devices |
| <input type="checkbox"/> Forms | <input type="checkbox"/> _____ | <input type="checkbox"/> Cloud storage | <input type="checkbox"/> Legacy systems |
| <input type="checkbox"/> Faxes | <input type="checkbox"/> _____ | <input type="checkbox"/> Mainframes | <input type="checkbox"/> Email inboxes |
| <input type="checkbox"/> Data streams | <input type="checkbox"/> _____ | <input type="checkbox"/> Personal drives | <input type="checkbox"/> _____ |

Where is this content located?

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 AR department.

Where does this data originate?

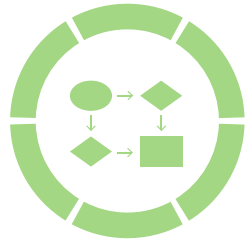
Which system(s) do people manually type data into?

<i>Paper remittance</i>	→	<i>Manually indexed in OnBase and typed into ERP</i>
_____	→	_____
_____	→	_____

OnBase can ingest data directly from data streams like XML and EDI. 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 AR 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>Payment 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"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 AR 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.

- | | |
|---|--|
| <input type="checkbox"/> Excessive use of spreadsheets | <input type="checkbox"/> Inability to accurately report on process status |
| <input type="checkbox"/> Lack of collaboration | <input type="checkbox"/> Multiple and/or conflicted data sources between departments |
| <input type="checkbox"/> Struggle to delegate tasks | <input type="checkbox"/> Difficulty tracking related documents |
| <input type="checkbox"/> Disconnected documents, data and folders | <input type="checkbox"/> 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 AR to manage key business data and supporting processes?

Circle all that apply.



Lotus Notes®



Access® databases



Excel® spreadsheets



Legacy departmental applications



ERP

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?

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

- Provide workers with a 360-degree view of all the information they need to support a specific customer, case or project
- Natively manage and connect data, documents, notes and correspondence
- Schedule events, delegate tasks, log activities and collaborate with other individuals
- Increase visibility with built-in reporting dashboards and full audit trails
- Seamlessly integrate with existing information systems
- 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 AR 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 document management capabilities would you like to incorporate into your OnBase AR solution?

Circle all that apply.



Organize with folders and file cabinets



Collaborate and add notes



Manage revisions and versions



Auto-generate and distribute correspondence



Sign electronically

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, document management, case management, smart process applications and business process management (BPM) – all while addressing your specific needs and information requirements.

ONBASE / ACCESS



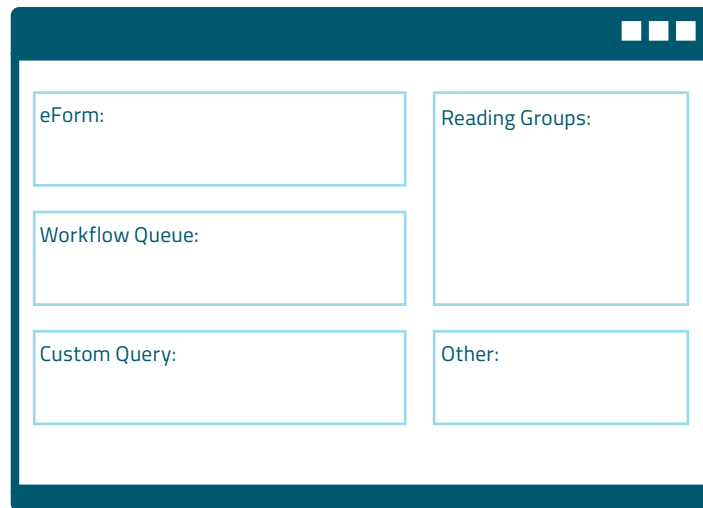
OnBase makes your critical AR content available to the people who need it, wherever they are, from almost any device or application. This enables your users to work the way they are most comfortable – whether inside or outside the four walls of your organization.

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 AR staff wants immediate access to:
eForms (e.g., order forms)

Workflow queues (e.g., approval queue)

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

Reading groups (e.g., policies and procedures)

Other (e.g., WorkView | Case Manager objects and filters)

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 AR applications.

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

<p>List your employees: AR staff position</p>	<p>List how they access necessary documents and information:</p>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

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 AR staff prefer to access information?
Circle 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?

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

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

<p>Who AR manager</p>	<p>Process Reviewing orders</p>
_____	_____
_____	_____
_____	_____

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 students, patients, customers, constituents, 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., customers, constituents, students, patients, sub-contractors, agents, brokers, etc.) and what they would access.

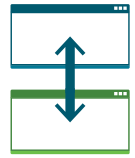
<p> External web access (through your online portal)</p>	<p> Direct links to OnBase documents in an email</p>	<p>Signatures OnBase integrates with DocuSign® and CIC Ceremony™ Server. This enables you to electronically obtain signatures from people outside your organization in the cloud. Which processes require external users to sign documents?</p>
<p>Who Customers</p>	<p>Who Customers</p>	<p>_____</p>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

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 AR 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: AR staff frequently leave the ERP and other accounting systems they are working 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.

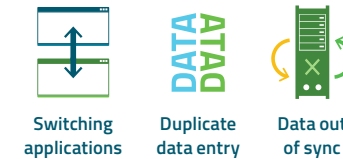
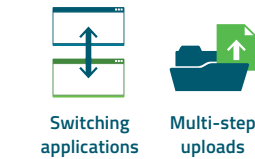
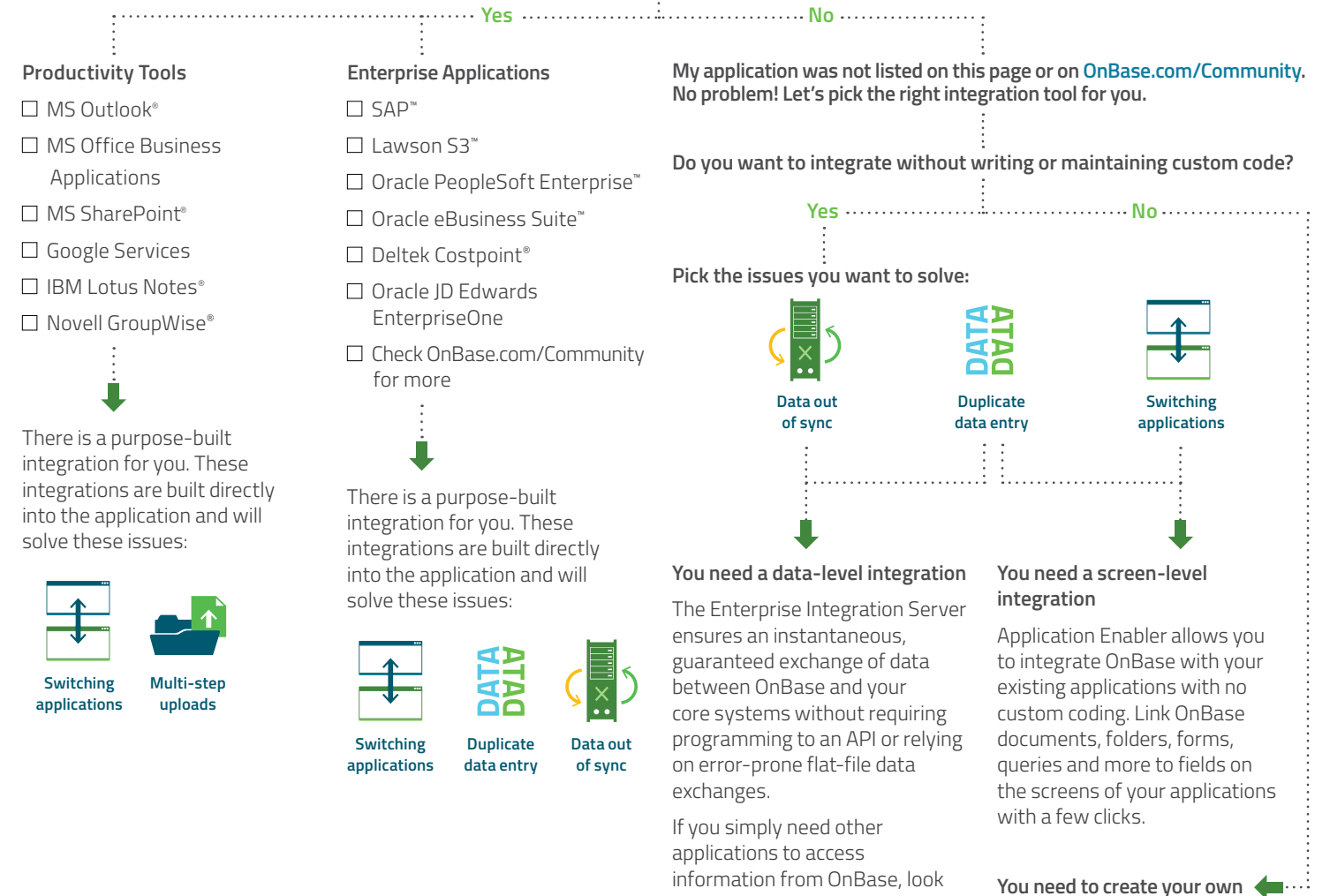
By integrating OnBase with your other applications, you address these issues. There are multiple integration approaches and OnBase provides many options. We offer purpose-built integrations with several key applications, integration tools to integrate OnBase with ANY application and our API, which allows 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.)



Which integration method is right for you?
Note your ideas and/or questions to ask your solution provider.

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.

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.
 Draw a line to connect each number to the proper 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 and 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?

Circle one.



Why?

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



Report

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

e.g., customer invoice aging

List the areas of OnBase you'd like insights into. *e.g., employee workload, volume of documents 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 AR 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, such as SSNs and credit card numbers, 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 AR 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 AR 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 AR 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: _____

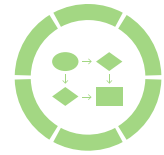
Email: _____

Telephone: _____

Learn more at OnBase.com/AR »



Capture



Manage



Access



Integrate



Measure



Store

