

INVOICE SOLUTION

Carl Gustav Carus

Universitätsklinikum



Challenge:

- » Automated processing of incoming invoices in SAP

Solution:

- » Use of the existing archive system for storing the invoice images
- » Use of existing scanners and their software to scan the invoices
- » Support of specific posting types and methods

Benefits:

- » Efficient and paperless approval processes
- » Electronic approval of invoices simplifies and accelerates processing



AFI Invoice for healthy accounting

The University Hospital Carl Gustav Carus Dresden (UKD) provides medical care at the highest level. As a maximum care hospital, it covers the entire spectrum of modern medicine.

It currently comprises two clinics, six institutes and 17 interdisciplinary competence centers. With 1,295 beds and 164 day-care units, it is also the largest hospital in the city and the only one for maximum care in eastern Saxony. 910 physicians and 1,900 nurses look after the well-being of patients around the clock. In addition, UKD also fulfills the task of research and further training of medical staff - in the spirit of the motto of the Technical University of Dresden (TUD): »Knowledge builds Bridges«.

Modern IT support

In order to optimize processes, UKD relies on the most modern IT-support

ted procedures: SAP with almost all available modules is used as the central Enterprise Resource Planning (ERP) system. For medical documentation and billing of medical services, UKD uses Agfa's Orbis® hospital information system. Modern interfaces allow the two systems to interact smoothly.

Process impediments

But even if uniform data management is well controlled by the central SAP system, lean processes are still hampered by the media disruption from digital data processing to the inevitable circulating paper. The latter in particular is a strong barrier to lean business processes and becomes a complex and costly problem for large organizations. In addition to the costs for the physical handling of papers due to postage, in-house mail and the creation of multiple copies, there are also problems with

delivery failures, a lack of an overview of the current status of a transaction and error-prone manual data entry in order to bring all the data together coherently in the leading SAP system.

One type of document that all areas inevitably come into contact with and that is ideal for uniform recording and processing in the central ERP is the incoming invoice. Invoices are particularly suitable for digitization because they are so well structured. That is why UKD decided to introduce an optimized process for the annual volume of just over 100,000 invoices - and the trend is rising.

Competition

There are many providers for document capture on the market. However, when it comes to expertise and integration in SAP, the options become

much narrower. And when comprehensive user support is required, only a few providers come into question.

As a public-law institution, a standardized invitation to tender was issued in Dresden to identify the best possible provider for the challenging project. In the end, AFI Solutions was awarded the contract for this tender with its solution AFI Invoice, which is seamlessly integrated into SAP. Although AFI Solutions did not have any references in the healthcare industry prior to this project, a large number of cross-industry installations, comprehensive process consulting from many projects for the optimization of vendor accounting processes and the resulting flexible framework of AFI Invoice convinced those responsible in Dresden.

Implementation

An in-house organizational project team took a close look at all related invoice receipt processes. As a result, the clinic's previously decentralized organization in the areas of logistics, pharmacy, medical data center, construction and technology was mostly centralized.

The aspired new processes could therefore be optimized and partially adjusted even before the introduction of the solution.

It was decided to introduce the automated workflow processes in stages in order to accustom the UKD staff and those directly involved in the process to the changed workflows step by step: this was a reasonable approach for the integration of around 500 authorized signatories in the hospital environment.

The solution started on schedule with 20 persons in administrative accounting and 25 purchasers from the logistics area. The conversion to paperless procedures went smoothly, as the overall process immediately became transparent and visible to the processors.

The step to process integration of the cost center managers for invoicing processes without SAP purchase order reference, which are very often integrated into the actual daily hospital routine, proved to be challenging. The use of the AFI Web Portal for approvers without direct access to the SAP GUI provides the user with an equivalent interface. This was very well accepted up to the highest management level of the clinic, as simple access via e-mail and web browser was made possible.

In terms of functionality for invoice approval, the web portal is in no way inferior to the actual SAP components. Both approval processes have been expanded since the start of the implementation.

Compared to the paper-based method, the electronic approval of invoices significantly simplifies and accelerates the workflow. Another success factor for the project proved to be the continued use of investments already made:

The scanners, including scanning software from Agfa's HydMedia® series continue to be used for scanning paper invoices, and the HydMedia® archive is used for audit-proof storage of the invoice images created via the standard SAP ArchiveLink interface.

Apart from all the technical requirements, organizational factors and efforts are the key challenge, especially when introducing a paperless circulation of invoices, as the responsible project manager Ulrike Krisztian explains.

This was supported in an outstanding manner by the entire AFI project team. She also praises AFI Solutions for its »probing inquisitiveness« in the course of the process support. After the successful start, Ulrike Krisztian describes the project „as another milestone in the SAP history of UKD“, so that nothing stands in the way of its expansion to other hospital areas.





The University Hospital Carl Gustav Carus Dresden (UKD) provides medical care at the highest level. As a maximum care hospital, it covers the entire spectrum of modern medicine.

UKD combines 26 clinics and polyclinics, six institutes and 17 interdisciplinary centers that work closely with the clinical and theoretical institutes of the med school. UKD's spatial and technical equipment is constantly being updated.

In addition to its central purpose - patient care - UKD also fulfills tasks of training and continuing education of medical staff as well as in public health care.

www.uniklinikum-dresden.de



AFI Solutions GmbH is a leading solution provider for the digitization and optimization of document processes around SAP. The solutions cover the entire purchase-to-pay and order-to-cash process.

AFI is the only software manufacturer on the market that offers everything from a single source: With the RedPaperCenter as a managed service, companies can easily outsource the digitization of a wide variety of paper documents. In process optimization, AFI scores with SAP-integrated software solutions. The cloud-based DocumentHub as software as a service (= SaaS) completes the unique product portfolio.

AFI Solutions GmbH
Sigmaringer Straße 109
70567 Stuttgart

info@afi-solutions.com
www.afi-solutions.com

SAP, SAP, the SAP logo and the SAP partner logos are trademarks or registered trademarks of SAP SE or an SAP subsidiary in Germany and other countries.



**POWERFUL
SOLUTIONS
FOR SAP**