



CUSTOMER STORY

CoxHealth Streamlines AP with Automated Check Printing and Invoice Processing

Cuts processing time in half, redeploys staff, and provides electronic access to tax forms





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As a large, not-for-profit healthcare system, CoxHealth relies on efficient financial operations to keep hospitals and clinics running. With hundreds of thousands of invoices and checks processed annually, fast, accurate automation is essential to ensure continuity of care and timely supplier payments.

The Challenge: Limited visibility and heavy IT burden

Prior to MHC, CoxHealth's Accounts Payable processes were constrained by outdated, fragmented systems:

- Check runs managed solely by IT could only be executed once per month.
- The document imaging process was cumbersome, lacked approval routing, and was not user-friendly.
- Teams lacked visibility into invoice status, creating delays and inefficiencies.
- As acquisitions increased, invoice volumes, scaling operations without additional staff became nearly impossible.

CoxHealth needed a solution that integrated seamlessly with their Infor Lawson ERP while reducing IT dependency, streamlining invoice approvals, and equipping business users with better tools.

The Solution: Scalable automation with MHC

By implementing MHC's document automation platform, CoxHealth gained:

- **On-demand check printing** capabilities directly within Accounts Payable.



Industry:
Healthcare



Customer since:
2007



Size:
6 hospitals, 1,050 beds, serving 25 counties



Location:
Springfield, Missouri, USA



Solution:
MHC AP automation, document imaging with OCR and intelligent data capture, seamless integration with Infor Lawson ERP, self-service payroll and tax form access

- **Automated invoice routing and approvals**, eliminating manual bottlenecks.
- **User-friendly document imaging** with OCR and intelligent data capture.
- **Seamless integration** with Infor Lawson ERP, enabling fast adoption.
- **Immediate employee self-service access** to payroll and tax documents (W-2s, 1095s).
- **Direct access to expert support** whenever needed.

The Results: Efficiency, scalability, and value creation

- Typical invoice processing time was cut in half.
- Time savings allowed CoxHealth to redeploy two headcounts from transactional tasks to more strategic work.
- Despite acquisitions and higher invoice volumes, no additional AP staff were required.
- Today, 50% of staff access W-2s and 1095s electronically, reducing paper and printing costs.

The automation transformed Accounts Payable from a purely transactional function into a value-adding department, supporting the entire health system's ability to scale.

Customer Perspective

"We've had great success. We've had a long track record with MHC. The price is competitive. The customer service is very good. The product has ease of use. It's really pretty user-friendly. Not over complicated and straightforward. It's just a good company to work with."

[CoxHealth]



Use Case:

Document imaging, invoice routing/approvals, check printing



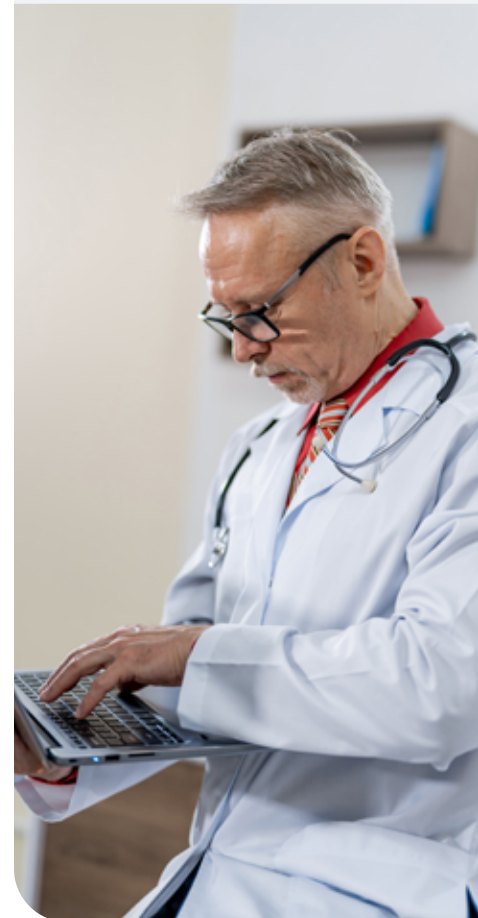
Document Types:

Invoices, checks, payroll and tax forms (W-2s, 1095s)



Scale:

245,000 invoices annually; 50% of staff access W-2s and 1095s electronically





Take the Next Step Toward Smarter AP Automation

Ready to cut processing time, reduce IT dependency, and empower your AP team to focus on strategic work?

Contact us today to schedule a personalized demo of MHC's automation solutions.

Discover how our platform can streamline check printing, automate invoice processing, and deliver seamless access to payroll and tax documents.

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