Chase Staffing

With more than 30 years of experience and a Top 100 U.S. Staffing Firm*, Chase Staffing Services is committed to matching the right person to the job and providing the best possible service to clients.

The company sought to improve customer service by eliminating its paper timecard and   invoice process, replacing it with a paperless solution that would accommodate the company's 50 branch locations in the Southern and Midwestern U.S., as well as the anticipated 5 to 10 new branches per year Chase plans to add over the next several years.

The original accounts receivable (AR) process was completely paper-based, requiring the printing, matching and mailing of 1,200 invoices with 6,000 timecards each week. Chase was looking to cut costs, speed delivery of invoices and improve employee and customer service.

"Harvest Technology Group listened to our challenges and showed us solutions that were more innovative than other vendors," says Chief Operating Officer Catherine Stuff. The OnBase   solution even allowed for aggregating all of a client's timecards into a single file for e-mailing, instead of sending each one as its own attachment.

95% of Invoices Now Sent Electronically
Although Chase has more than 50 branches, the payroll is centralized at its headquarters in Atlanta. Before OnBase, Chase was printing the electronically generated invoices, manually matching them to paper time cards, making copies and sending them to clients. Invoices were scanned back into a legacy imaging system, requiring a separate login and toggling between applications. The paper then needed to be stored, requiring space in the office.

Centralizing information in OnBase, Chase now imports documents from multiple systems automatically. Files are automatically assigned one primary index value, improving accuracy and efficiency of the indexing process. And the entire process is now completely devoid of paper.

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>
> - Catherine Stuff
> Chief Operating Officer
> Chase Staffing

Benefits
- Creates an A/R matching process completely void of paper
- Cuts A/R processing time in half
- Eliminates manual matching of 1,200 invoices to 6,000 time cards each week
- Reduces Days Sales Outstanding
- Converts 95% of A/R statements to e-mail
- Centralizes information originating in multiple systems
- Redeploys one full-time employee and reduces workloads of other staff
- Ensures only the appropriate users see needed documents
- Reduces use of paper, printing and mailing costs
- Staff processes more timecards to increase efficiency
- Automatically initiates the creation of timecard bundles and identifies who receives them
- Improves indexing accuracy and efficiency with automated indexing

Applications
- Accounts Payable
- Accounts Receivable

The solution also creates invoices, which are imported into OnBase. OnBase Workflow matches the invoices to corresponding timecards, eliminating the need for manual matching. Once matched, Workflow initiates the creation of timecard bundles and determines which   clients request a copy of timecards and which do not - a key functionality that influenced Chase's decision to choose OnBase. With the new process, 95 percent of invoices and AR statements are now automatically e-mailed to clients, which significantly reduced postal costs. Monthly statements are created for clients with open invoices and imported into OnBase, where they can be   easily retrieved along with their related documents.

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By automating the process, AR staff spends the time previously spent on paper-intensive processes on performing core job functions. Chase has reduced the days sales outstanding DSO) in AR, in addition to re-deploying one full-time employee and   reducing the workloads of other staff. "Our staff processes more timecards than they could shuffling through all of that paper," Stuff says. "We have increased efficiency and productivity, cutting our   processing time in half." The department also has reduced paper, printing and mailing costs.

Expanding Use of ECM Increases Value
In accounts payable (AP), electronic invoices are imported into OnBase and automatically indexed with information retrieved through an integration with Chase's finance software, Sage MAS 500. This integration allows users to open OnBase documents while working in their familiar line-of-business application. Using dual monitors - one to view MAS 500 and the other displaying OnBase documents - users have a complete view of information without searching for paper.

The payroll department also automatically indexes

information into OnBase, and retrieves documents through an integration with Chase's TempWorks payroll software and dual monitors.

Staff at both Chase's headquarters and the branches have access to OnBase.

Staff and Client Satisfaction
OnBase security settings ensures that, while access to documents has been improved, only the appropriate users see needed documents. If a user does not have access to a document, he or she will not even see that the document exists. Within Chase's two divisions - Chase Staffing and Chase Technical - each can see only their documents. For branch locations, AP staff can only see documents related to their branch.

With the new paperless solution, Chase has had a positive response from staff and clients alike. "Our clients are glad they have moved the information off their desk and into their computers," Stuff says. "Any time a customer is happy is a good thing. We couldn't be more pleased. OnBase is a fabulous product."

With great initial success, Chase plans to expand the OnBase solution to add automated workflows to the AP process, and include new departments in the solution.