



APPLICATION PROFILE: HEALTHCARE/INVOICING

System Goals

The "Global Customer Service Department" at Baxter Healthcare in Irvine, California was experiencing delays in invoice handling for Baxter clients. A number of goals were set for a new system:

- eliminate the need to print and file duplicate copies of invoices each month as they became available from the Unisys laser printer
- provide fast electronic access to invoices and eliminate return phone calls to clients
- provide instant printing and/or faxing of an exact replica of the invoice
- eliminate computer-output-microfiche service charges
- free high value office space for other use
- keep seven years of invoices electronically available on optical disks
- use the existing corporate network and installed PC work stations
- reduce direct labor and courier costs associated with the filing, retrieval and delivery process within the Baxter office complex
- eliminate out-of-file condition when multiple service representatives requested invoices
- eliminate the backlog of credit memos which was due to the requirement to retrieve invoices prior to processing

- eliminate hard copy printing of internal reports - as many as 75 copies of a number of general ledger reports were run on the system printers

- install a system with a fast return-on-investment

It became quickly apparent that a computer output to laser disk system had the potential to achieve all of these objectives. The determination that client/server architecture would best fit the Baxter environment led to the selection of the COINSERV system from INSCI Corp.

The COINSERV Solution: Reduced Costs and Improved Productivity

INSCI delivered a total turnkey solution to the Baxter Group that was consistent with the Baxter desire for a client/server approach to solving the problem and which did not require any modification to their existing Unisys mainframe or Banyan network. A ten platter 5 1/4" optical disk jukebox contains three years of invoice history. Magnetic storage of invoices coupled with two external 5 1/4" optical drives on-line to the jukebox combine to meet the goal of five second access to the most current invoices. Older invoices are moved hierarchically to the jukebox which will ultimately contain seven years of electronic history.

The entire turnkey system: software, application development, hardware, integration with the existing Unisys model 2200 host computer/Banyan network, and user training was operational within two weeks of arrival on the Baxter site. The intuitive retrieval screens allow casual users to access invoices or reports with no training.

Invoices are indexed by Customer Number, Invoice Number, Customer Purchase Order Number, Credit Memo Number, and date. The magnetic index is utilized to determine the correct invoice before any access of the optical platter is necessary. Three hundred PC workstations can now view invoices with five second retrieval time to 60 days of invoices and credit memos.

The separate magnetic index provides the fastest possible retrieval to current as well as historical information, since the correct documents are identified before any access the optical jukebox is initiated. Hard copy of invoices, in the original format, are now printed or faxed directly from PC workstations to Baxter customers. The client/server architecture insures that network traffic is not an issue since only the selected document is moved across the network to the workstation.

The COINSERV Advantage

- System payback, in hard dollars, was fifteen months due to reduced labor, elimination of duplex printing requirements, computer-output-microfiche, and the courier service which delivered files to other sites.

- The text search of the Invoice documents for specific part numbers allows electronic extraction of items and prices from the body of the invoice for issuance of credit memos. The linked index fields allow any existing credit memos to be automatically retrieved and viewed at the time an invoice is retrieved.

- Approximately 800 square feet of high value office space was freed for other use. (This was not allowed as a justification by Baxter management since it is a fixed cost)

- All return phone calls (and the associated costs) to customers were eliminated - all information and hard copy requests are serviced during the initial customer call.

- All "out-of-file" conditions have been eliminated. The manual filing procedure and the folder log-in and log-out is now a historical event.

- The "object server" approach to the COLD design will enable Baxter to incorporate scanned images such as customer contracts, tax certificates, and fax orders in the system. All information will be accessible by utilizing the COINSERV single index database to retrieve both computer output and the externally received scanned documents.

- Outside sales representatives now access invoices and credit memos from the field, enabling them to resolve any customer issues immediately and track historical buying patterns from the optical disk history archive.

- The printing of the vast majority of internal report documents has been eliminated - saving paper costs, computer print time, operator labor, binding, and delivery costs.

- The corporate goals of Baxter Healthcare to improve operational cash flow and hold operating expenses flat for twelve months were more than met by the COINSERV system.

For information about COINSERV solutions, contact INSCI worldwide headquarters at 1-508-870-4000 or visit www.insci.com