

Imaging and Workflow Automation

Using Today's Imaging Technology to Improve Business Processes

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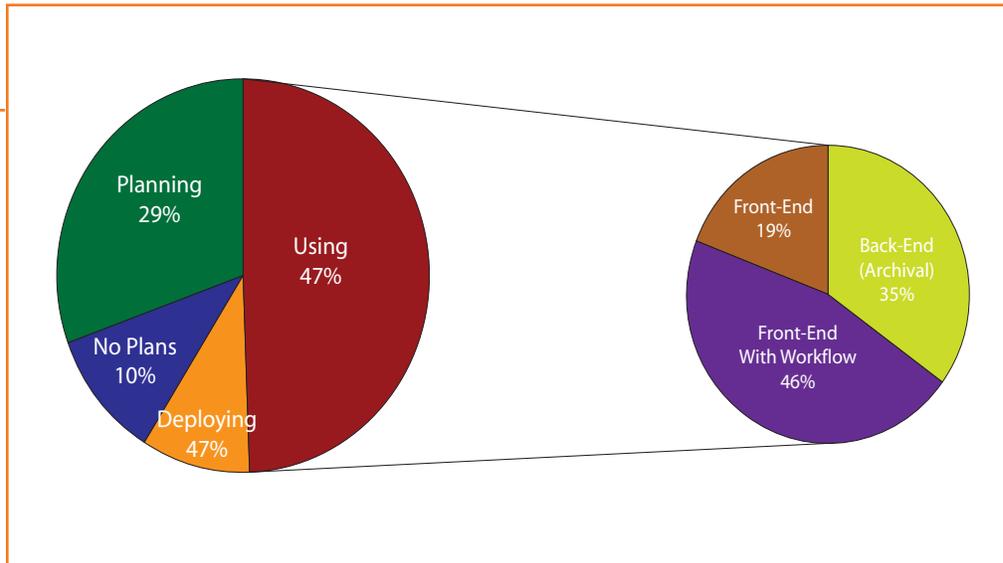
Introduction

The emphasis on corporate cost containment and productivity enhancement during the past decade has prompted accounts payable professionals to seek new ways to automate their paper based, labor-intensive processes. Furthermore, new compliance regimes have prompted a greater need to audit and mitigate the intrinsic risks associated with the payment process.

Figure 1

ADOPTION OF IWA SOLUTIONS

Almost half of the respondents to PayStream's survey stated that they were using Imaging & Workflow Automation (IWA) solutions



This report is designed for AP Managers, Controllers, Treasurers, and Financial Managers who are interested in:

- Exploring Imaging and Workflow Automation solutions for the reduction of paper- and people-based processes in the accounts payable areas of companies
- Understanding the business case for expanded use of imaging and workflow automation
- Taking the next step towards IWA adoption

This report is written for organizations that are actively exploring Imaging and Workflow Automation solutions. Beginning with an introduction to how IWA solutions work, it describes the most common forms that the solutions take, and highlights the benefits that they deliver. The vendor solution profiles are identically structured and provide specific information about individual vendors and the solutions they offer. The report will conclude with analytical insights that will help the reader compare and contrast vendors and their solutions.

This white paper provides an overview of the Imaging and Workflow Automation solutions available today. It will aid potential buyers in the AP space in their evaluation of AP solutions that reduce costs and improve performance.

Building a Case for Automation

Organizations today are swimming in paper, even as the futuristic aspirations of a paper-free workplace have proven more difficult than putting a man on the moon. Furthermore, with the passage of the Sarbanes-Oxley (SOX) Act of 2002, the profile of Accounts Payable departments is far higher. Today's emphasis on cost-containment, productivity enhancement, and risk-management has highlighted the limitations of traditional, paper-based methods of accounts payable and procurement processes.

Organizations are in the process of moving towards automating their accounts payable processes, capturing these productivity and visibility gains: (Table 1):

Table 1
THE BENEFITS
OF IMAGING AND
WORKFLOW
AUTOMATION

Back End Document Capture & Archival	Front-end Document & Data Capture	Front-end Capture & Workflow
Alleviates lost & misplaced invoices	Removes paper where it enters the organization	Streamlines & accelerates approval processing
Allows simultaneous access to invoice information	Allows image-enabled approval processing	Aids in Sarbanes-Oxley and other regulatory compliance initiatives
Simplifies discrepancy resolution, transaction research, audits & supplier inquiries	Accelerates invoices' entry into approval queues	Tightens overall control over approval processing
Provides secure electronic storage for invoices	Speeds data collection & entry into financial systems	Provides transaction-level visibility into invoice receipt-to-pay activities
Reduces storage costs	Reduces manual data entry & FTE requirements	Enhances prompt payment discount capture & reduces incidence of late fees

These factors greatly increase efficiency and lower costs in an AP department, concurrently maximizing compliance requirements with these tools:

- Project management tools that speed approval workflows while providing proper documentation and audit trails
- Capabilities that improve and standardize costly and/or superfluous business process
- Document and data retention and archival, efficiently meeting specific regulatory requirements

What is Imaging and Workflow Automation?

Imaging and Workflow Automation (IWA) solutions streamline the invoice receipt-to-pay cycle, enabling organizations to **(1)** convert paper invoices into digital images, **(2)** store them in a Web-enabled repository for rapid retrieval, and **(3)** extract data from them to enhance approval processing.

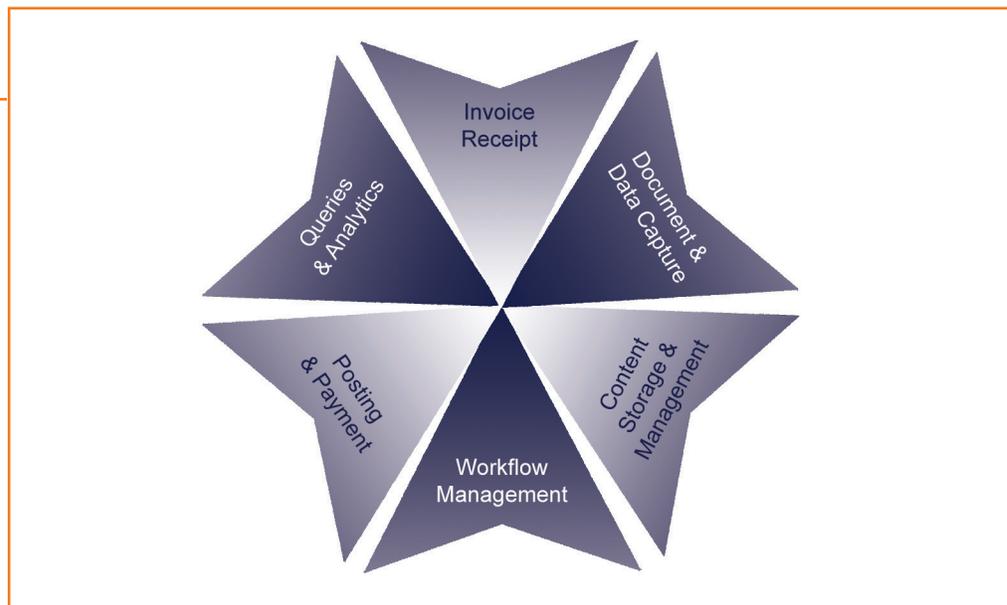
IWA solutions may also provide document and data capture and workflow in order to create an end-to-end invoice management and approval platform that integrates with enterprise applications.

Figure 2 Outlines the IWA Universe.

Figure 2

IWA Universe

IWA solutions improve the invoice-receipt-to-pay cycle by streamlining how organizations receive, manage and approve invoices. Each of the solutions profiled in this report focuses on the IWA universe, addressing its components steps differently and with varying degrees of effectiveness.



The Components of an IWA Solution

Invoice Receipt Functionality:

- Receiving and data capture, manually or via automated sorting, or by front-end data keying.
- A Web-enabled interface that allows suppliers to upload invoices directly into the ERP or concurrent IWA system.

Document and Data Capture:

- Conversion of paper invoices and transaction-related documents into digital images and index data. Functionality may include scanning, image enhancement, indexing, validation, and data extraction based on bar-codes, OCR, or manual data entry.

Vendor Portal:

- Allows suppliers to submit invoices electronically.
- Some vendor portals offer auto-validation of invoices to check for exceptions.
- Portals also allow suppliers to perform Purchase Order flips (Auto-conversion of a PO into an invoice), attach and view documents from their own accounting systems, and self-service exception-resolution and approval-status.

Content Storage and Management:

- Allows for the delivery, storage, management, and disposition of electronic documents and data.
- This may include Enterprise Content Management (ECM) or Business Process Management (BPM) capabilities for managing the transactional content across its entire lifecycle.

Workflow Management:

- Allows for the routing of tasks according to pre-defined business rules and based on individuals' roles and access rights.
- Workflow provides a tool to track and manage approval processing at the invoice and aggregate level.
- Common features include automatic notifications to users when specific actions are required, reminder messages, and escalation procedures based on approval hierarchies.

Reporting and Analysis:

- Analyze key invoice receipt-to-pay metrics.
- Typical reporting and analysis tools include the generation of standard and ad hoc reports that detail those invoices pending approval, unpaid invoices past due, and average invoice processing time.

Benefits of a New Paradigm

Many innovative financial managers are now recognizing that accounts payable automation offers significant potential, not only generating bottom-line improvements, but also a greater ability to monitor and manage spend, strengthen working capital positions, and build stronger and more collaborative trading relationships.

Our research suggests that these forces have sharply increased organizations' interest in automation solutions, which streamline and optimize accounts payable operations to deliver both operational and strategic benefits.

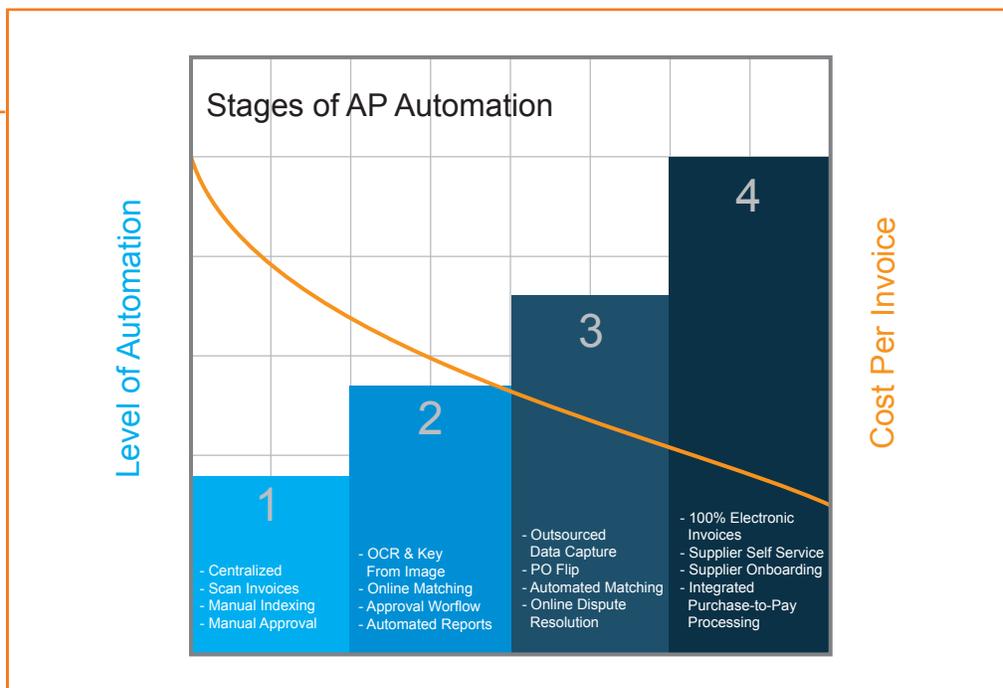
Increasingly, organizations are recognizing that the transition from manual and expensive paper-based processes to more efficient and cost-effective straight-through-processing can be achieved through multiple small steps rather than a "big bang" initiative. The first step towards this goal is the removal of paper from the invoice-receipt and approval process. There is little doubt that the market is moving in this direction as companies realize that, in order to achieve strategic goals – working capital improvement and spend management – they must first streamline their invoice processing to accelerate the approval and payment of invoices.

Until recently, automation efforts in the accounts payable area were solely focused on invoice and document management, and the operational benefits that this technology delivers. PayStream defines these as the first two stages of automation, wherein organizations are focused on centralizing their invoice management processes and leveraging document scanning to compress the time it takes for invoices to enter the approval workflow. However, this is only half the story. **Figure 3** outlines the various stages of automation that an organization can experience as it adopts technology to increase process efficiency and control costs, especially as stages 3 and 4 are achieved.

Figure 3:

DIFFERENT STAGES OF AP AUTOMATION

Organizations are recognizing AP automation as an area offering tremendous potential for achieving tactical and strategic objectives.



Many companies are currently in the third stage of automation, wherein they are leveraging electronic functionality to receive invoices, as well as employing advanced OCR technologies to extract invoice information from paper invoices. Furthermore, these organizations are utilizing automated matching and approval and collaborative online dispute resolution functionalities.

Another trend is the outsourcing of certain low-value AP tasks such as document scanning, data extraction and data entry. This allows AP professionals to focus on more mission-critical tasks, such as invoice approval, dispute resolution and discount capture. Accounts payable business process outsourcers (BPOs) are not necessarily new, but they are now gaining popularity as organizations comprehend the benefits of leveraging the technology and process expertise of an outsourced service provider to perform non-core activities. Further, these outsourced solutions are just now reaching maturation with the advent of collaborative web-enabled technologies.

Finally, a few savvy organizations are moving into the fourth stage of automation, wherein they are eliminating paper to a significant extent by primarily receiving invoices via electronic means. Problematic supplier behavior has traditionally hampered adoption of IWA technologies, and automation vendors are delivering tremendous value in this field by offering aggressive supplier on-boarding and enablement services. Solution providers work closely with buyers to segment vendors and initiate campaigns—email, direct mail and telephone—that migrate vendors from paper to electronic invoice delivery.

These innovative buyer organizations also reduced the volume of invoices flowing through the approval process by taking advantage of straight-through-processing (STP) to manage clean invoices (invoices that do not have any errors or those that meet certain pre-determined criteria). This empowers organizations to direct valuable AP resources toward managing exceptions and accelerating dispute resolution.

While there is no doubt that a significant benefit that companies derive while they move from the first stage to the fourth stage of automation is lower processing costs, the greatest value is found in the strategic benefits that automation affords—namely, increased supply chain visibility, improved working capital requirements and better trading partner relationships.

Selecting a Solution

The key to selecting an IWA vendor is to find and select a platform that matches your needs. Here are a few things to consider:

Financial Automation Goals: There is a solution to meet every organization's need, but identifying the ideal solution requires a clear understanding of what it hopes to achieve through automation. Organizations that are slow to adopt financial automation technologies, but still want to take an incremental step forward, should consider adoption only back-end imaging and archiving. On the other hand, organizations that are comfortable with technology and want to accelerate the pace of improvement in their invoice receipt-to-pay cycle should think about an application that delivers front-end imaging and workflow.

Adoption Readiness: Not every organization stands an equal chance of succeeding with automation. Differences in culture, financial resources, and human capital mean that certain organizations are more likely to succeed. Further, an organization still may find itself hobbled by a lack of senior management support or hemmed in by its prior technology investments. Individuals investigating IWA should determine how their organizations stack up in each of these areas. As a rule of thumb, an organization's overall use of financial technologies relative to its peers provides analysis of its its readiness to adopt automation solutions, especially in their more challenging end-to-end formulations.

Process Complexity: The higher the complexity of an accounts payable operation, the greater the payoff from automating the invoice receipt and approval process. Accounts payable professionals should consider the number of invoice formats they receive, as well as their overall invoice volume and the complexity of their average invoice. The structure of their accounts payable operation (i.e. decentralized vs. centralized) and the steps required to process, approve, and pay invoices are also critical and will have a direct bearing on their choice of a IWA platform.

Accounts Payable Department Size: Large organizations can focus on the process improvements and resulting ROI that an investment in electronic invoicing and payments technologies will deliver, regardless of the number of staff that are performing invoice and payment processing activities. However, small and mid-sized organizations do not always have that luxury. Small AP departments often face budgetary constraints that limit their solution choices. Small firms looking to automate invoice and payment processes must look quite carefully at vendors in order to select a platform that very specifically meet their needs.

Accounting Software Infrastructure: ERP and accounting systems can vary in levels of functionality around invoice and payment management. The market has developed robust and multifaceted electronic invoicing solutions because of the lack of sophisticated invoicing and discounting capabilities offered by ERP and accounting applications. A major consideration for determining an organization's selection of a Web invoicing solution should be the process gaps or system weaknesses that are inherent to their AP or ERP platform currently in use.

Key Insights

PayStream Advisors predicts that the market for accounts payable or invoice automation solutions will grow rapidly over the next five years. Accounts payable departments share a significant portion of the billion dollar imaging and workflow automation pie, that, while small today, will expand as AP departments seek to streamline and optimize their operations and adapt to changes of regulatory regimes.

PayStream Advisors also believes that the following factors will shape the evolution of the accounts payable solution market, and organizations contemplating an accounts payable or invoice automation solution will want to take them into account:

- **Advanced OCR will be a catalyst for adoption.**
Solutions that rely on template-based Optical Character Recognition (OCR) to extract data from invoices have experienced mixed success: While sufficient for AP departments that receive invoices in a just a handful of formats, OCR has historically proved inadequate for operations that see a myriad of formats every day. The application of invoice automation solutions to improve invoice management has suffered thanks to the past-failures of OCR technologies. However, recent strides in OCR, with the emergence of industrial-strength solutions that do not rely upon templates, will be a key driver of adoption.
- **Imaging & workflow solutions and 'Web invoicing' will cross pollinate.**
Imaging and workflow solutions have evolved to meet organizations' internal needs around invoice receipt and management. However, as the Internet expands into all corners of business communication, the distinction between internal and external processing is breaking down. This is already affecting the accounts payable automation solution market, thanks to the rise of Web invoicing solutions that provide functionality that is designed to facilitate buyer/supplier collaboration. Ultimately, accounts payable departments will benefit as solutions incorporate advanced collaborative functionality for invoice receipt, approval processing, and discrepancy resolution, improving control and efficiency.
- **Front end solutions will prevail.**
Accounts payable or invoice automation solutions are beneficial in all of their forms. However, front end solutions preserve the benefits of back end imaging and archival while providing additional advantages in the form of lower costs, higher processing efficiency, and enhanced visibility and control. They can be used to replicate and accelerate existing work patterns or to design entirely new electronic processes. Organizations will continue to use accounts payable automation solutions in both a back and front end capacity, but the latter will eventually prevail.

- **Organizations will seek 'straight-through-processing'.**
As automation moves to the front-end of the accounts payable process, organizations will also seek to leverage "straight-through processing," so that AP staff and approvers can focus on more value-added tasks. Demand will increase for solutions that leverage this technology by delivering auto-matching and auto-approval of "clean" invoices, as well as approval workflow that manages exceptions and dispute resolution in a collaborative manner.
- **Impact of AP automation on the financial supply chain.**
Until recently, automation efforts in the AP area were focused on invoice and payment management and the operational benefits that technology delivers. However, savvy finance executives are considering the more strategic impact of AP automation on the financial supply chain and the working capital improvements that automation delivers. Innovative and mature solutions that meet organizations' strategic objectives offer platforms that unlock significant dollars from the financial supply chain via advanced features such as vendor self-service, visibility and DPO maximization with collaborative payment approval, and dynamic settlement.
- **Multiple solution models will co-exist.**
There is not a single model for an accounts payable automation solution. Solutions are available in software form, as well as on an outsourced basis. Likewise, some vendors emphasise a modular "mix and match" approach while others concentrate on providing a single platform. There is also tremendous variability in terms of solution focus. Some vendors focus tightly on specific aspects of the invoice receipt to pay cycle, while others strive to provide accounts payable automation functionality as part of a larger ECM or BPM solution. Industry consolidation notwithstanding, research shows that this diversity will continue.

Hyland Software

Hyland Software, the developer of OnBase, is a privately held company founded in 1991. With more than \$100 million in revenues in 2007, Hyland is among the largest independent vendors in the enterprise content management (ECM) software market. With OnBase, Hyland focuses on one of the major sub-segments of the ECM market known as transactional content management, encompassing document imaging, electronic document management, COLD/ERM, workflow, and records management all in a single application.

OnBase was originally launched in 1992 and initially served the community banking and credit union spaces but its use has since expanded across dozens of industries. OnBase primarily targets industries with operational and administrative processes that involve document-intensive transaction processing. OnBase provides vertically tailored functionality for six industries: banking and lending institutions, healthcare providers, state and local governments, process manufacturers, property, casualty and life insurance carriers and agencies as well as higher education institutions.

Document imaging and workflow are core modules of the OnBase suite and Hyland has been offering applications specifically targeted toward accounts payable departments since 1997. In AP, OnBase increases operational efficiency and reduces costs by digitizing, standardizing and automating customers' requisition, purchase order, invoice receipt and approval processes as well as customer service functions. Today, more than 1,000 AP departments leverage OnBase for document imaging and workflow automation.

Hyland brings OnBase to market primarily through a wide network of certified solution providers and OEM partners, though it does engage in a small number of direct deals. Hyland has industry-specific sales for each of its target markets as a well as a reseller channel sales team. Key resellers include Keymark, eDocument Resources, Genesis Imaging, Information Access and OSAM. Hyland Software's AP solutions range from departmental deployments to shared services implementations at both large and mid-tier enterprises. After establishing an impressive presence in the North American market, Hyland is seeking to extend its global footprint.

Founded: 1991

Company Size:
800+ Employees

2007 Revenue:
\$100+ mn

Headquarters:
Westlake, OH

Other Offices:
Costa Mesa, CA
Ottawa, Ontario
Sao Paulo, Brazil
London, England

Customers: 7,400

AP Customers:
1,000

Industries Served:
Financial Services,
State And Local
Governments,
Insurance,
Healthcare,
Higher Education,
Manufacturing,
Transportation,
Retail And
Construction

OnBase

Invoice Receipt

OnBase is an integrated ECM solution capable of handling almost any type of content from scanned images, word processing files, and print and EDI streams from line-of-business applications, to faxes, emails, HTML and XML-based forms, and even rich media. For paper invoices, OnBase features a number of different flavors of imaging ranging from low to high volume requirements as well as distributed and centralized scanning environments.

Paper documents can be scanned with a variety of scanners, including Kodak, Fujitsu, Bell & Howell and Panasonic. Scanner interfaces supported include Kofax, ISIS, and TWAIN. Users have a number of options when scanning, allowing for scalable solutions with multiple choices when it comes to hardware, application or licensing. The OnBase Document Imaging scanning interface offers advanced features such as distributed capture and indexing, image enhancement, bar code recognition, blank page separation and auto-enabled indexing.

Document and Data Capture

The OnBase OCR module is built on the ScanSoft, OmniPage, Capture SDK, providing full-page OCR functionality. The module supports OCR in 18 languages, with output to ASCII text, searchable PDF, HTML, and MS Word file formats. Batches of scanned or imported documents can be automatically extracted, or scheduled for OCR. If the client requires more advanced automated forms processing, ICR and OMR recognition or zonal OCR, OnBase is fully integrated with such products from Cardiff, AnyDoc, EMC Captiva, Kofax, ReadSoft and others.

Indexing documents can be done in different ways. OnBase supports Kofax Adrenaline barcode recognition, enabling documents to be auto-indexed during scanning. Scanned documents that are not auto-indexed reside in the Awaiting Index queue. From this queue, documents are viewed with the OnBase Image Viewer and indexed while on screen. Auto-Fill Keyword Sets is a feature that enables users to enter a unique primary keyword and have the rest of the related keyword values automatically filled. After indexing, documents are ready for further processing.

Vendor Portal

Hyland Software does not provide a vendor portal at this point, but it does offer the ability to integrate with third party portals. For clients that are already using a supplier portal, Hyland can extend the OnBase functionality including work queues and workflow to the portal. The solution delivers a set of tools, Status View, which can allow a business user to create a dashboard-like view into OnBase. For portal integration, Hyland offers 15 packaged Web Parts (SharePoint portals) and portlets for WSRP 1.0 compliant enterprise portals.

Content Storage and Management

The OnBase Document Imaging module is an important aspect of Hyland's invoice automation solution. It stores documents in a repository shared by all the OnBase modules. Users can retrieve documents based on a number of parameters like document type and name, keywords and date. OnBase also offers a cross-referencing feature that allows users to double click on an open document and retrieve any or all related documents regardless of file type. These links between documents do not need additional programming and can be created with a few simple mouse clicks. Given that OnBase is predominantly used in transaction-oriented business processes like AP where end-users spend the majority of their day in a core line-of-business application, OnBase provides access to transaction data without users having to exit their core application.

Workflow Management

Workflows are defined in the OnBase Configuration application, the administration center for the OnBase ECM Suite. Content imported into or created in OnBase can be configured automatically to enter specific workflows based on pre-defined criteria. In addition, content can be manually pushed into workflow at any time by users with the appropriate privileges.

Users logging into the system are presented with a list of work items. If the queue is load balanced, different users will be shown different lists of items depending on assignment rules. If the queue is configured for auto feed, each user is presented with a single item; the 'current most important' item, according to the queue's ordering rules. Once a user has finished processing the item, and has transferred it out of the work queue, the next available item is presented. For non-auto feed work queues, users can re-order their list of work items or filter them based on pre-configured criteria.

The Workflow Simulator enables organizations to simulate existing or new workflow processes. Through process simulations, organizations can identify potential system bottlenecks and recognize possible processing issues. It also allows organizations to plan for future growth by increasing volumes to ensure process goals are still achieved. The OnBase Business Rules Engine allows OnBase Workflow users to quickly and easily modify the rules used to route work items through their business processes, without the need for any programming.

Reporting and Analysis

OnBase provides several levels of reporting. Standard features in all OnBase deployments include transaction reports that record document and application usage. For more demanding reporting and analytics, OnBase Report Services is an application that enables organizations to closely monitor their OnBase implementation, keeping track of all aspects of performance. Reports drill down to the document, document type, keyword and user level. Reports can be rendered in numerous presentation and export formats, including bar and line graphs and pie charts. Since the OnBase Report Services is an XML-driven application, output can be formatted via style sheets for custom presentation formats.

Implementation

Most large OnBase implementations take the form of phased deployments and can take anywhere between three weeks to three months. Hyland uses a variant of the project management methodology espoused by the Project Management Institute (PMI). Hyland Software has more than 130 full-time, professional staff dedicated to customer support and solution delivery services. For premise based solutions, software and license fee structures are based on one-time charges. An annual maintenance component is charged post implementation. Hosted solutions are delivered with monthly fees quoted as a percentage of the software license fee with a storage component separately calculated based on solution requirements.

Outlook

Hyland's OnBase is an exciting invoice automation offering in two distinct respects. First, and most obviously, it is a lot more than an invoice automation solution: licensing and deploying OnBase opens the door to a wide range of content management functionality. Whether the customer needs or wants it at all the present point, acquiring a broadly-based content management solution offers a cost-effective form of future-proofing. Second, OnBase's growing popularity lies in its ability to support a comprehensive compliance management framework.

Despite its solid traction in the market with more than 7,400 customers in 40 countries using its OnBase solution, Hyland is constantly enhancing the OnBase functionality. Recently, it added a process modeling and simulation application, numerous business activity monitoring portlets, enhanced e-forms functionality via integration with Microsoft® InfoPath® and multiple points of integration with Microsoft Office SharePoint® Server. We believe that as Hyland continues to strengthen its solution functionality and introduce new modules, the value proposition of OnBase for AP departments will only grow.

BMHC: ECM Offering Saves \$1 Million Per Year

Building Materials Holding Corporation (BMHC) is a Fortune 1000 holding company providing capital, management and administrative resources. BMHC has sales in excess of \$2 billion and has two subsidiaries, BMC West Corporation and SelectBuild Construction, Inc.

When a legacy imaging system required an extensive and costly upgrade, the company began seeking a new solution that required less custom coding to integrate systems and implement automated business processes. The new solution needed to support the workflows that already existed, while supporting new initiatives that the legacy system could not.

BMHC chose Hyland Software's OnBase enterprise content management (ECM) suite because of its extensive native functionality. "Out of the box, OnBase fit 100 percent of our requirements for the other departments," says Business Systems Manager Jason Nichols, CITP CPA. "It needed very little customization and had a very simple configuration." BMHC chose Hyland's hosted version of its ECM suite, SysTrust®-certified OnBase OnLine, allowing the project to move forward despite the impending move of the company's data center.

AP Solution Associates Business Units with Processes

AP invoices were received centrally at BMHC's Administrative Service Center, while purchase orders were processed at each location, making reconciliation challenging. Automating the existing process, both paper and electronic invoices are imported into OnBase OnLine to its SAS 70-certified data center. Required keywords are then entered and/or verified into a custom workflow form. Saving the data in OnBase also prompts an import of the invoice data into Oracle® Financials, enabling the AP Department to key once or not at all and ensuring that data enters Oracle issue-free.

A daily invoice report is published to the company's intranet and available to users in 70 locations for reconciliation of POs with the Oracle data. Users can click a link in the report for an invoice image or to request a change should they find a discrepancy.

"With OnBase, we more closely associated our business units with our processes," says Nichols. "We have a greater ability to consolidate systems, a better global view and can continue to accommodate new systems or processes with less ongoing customization."

In total, the AP department processes an average of 2,000 invoices per day with only 10 personnel. "In a worst case scenario of us being forced to go back to paper processing," says Nichols, "we estimated conservatively that we would spend an extra \$1 million a year...turning off OnBase would be like turning off e-mail."

Online Solution Indispensable Enterprise-wide

With OnBase, BMHC processes more than 600,000 invoices per year with 10 accounts payable AP personnel, saving an estimated \$1 million annually versus reverting to paper-based processes.

Further leveraging its OnBase investment from OnBase Authorized Solution Provider Integra Information Technologies, BMHC has implemented the solution in the human resources and transportation departments. In transportation, OnBase keeps track of each driver and all of his/her related information such as licenses and insurance eligibility. OnBase is also being implemented in the legal department so that contracts can be visible all over the country.

About PayStream Advisors, Inc.

PayStream Advisors is a technology research and consulting firm that improves the way companies plan, evaluate, and select emerging technologies to achieve their business objectives. PayStream Advisors assists clients in sorting through the growing complexities of IT applications related to business process automation with the goal of making objective, analytical, and actionable recommendations. Wherever business process automation technology is an issue, PayStream Advisors is there to help. For more information, call (704) 523-7357 or visit us on the Web at www.paystreamadvisors.com.

About the Lead Analyst

Davis Kuykendall is a research analyst with PayStream Advisors, Inc, specializing in Accounts Payable automation technologies. In addition to working in the research end of AP technologies, Davis also participates in client engagements and technology strategic projects.

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