Customer Profile

Community Medical Centers adapts to changing business needs with Infor solutions

Facts at a glance

Solution: Healthcare
Products: Infor Lawson Financials, Infor Lawson Supply Chain Management, Infor Human Resources, Infor Lawson Payroll, Infor Lawson BI, Infor Process Automation, and Infor Lawson Analytics for Healthcare
Industry: Healthcare/Hospitals and Health Systems
Country: US

"The confidence level in Infor is extremely high due to the quality of the initial implementation and what we've been able to accomplish in ongoing optimization efforts."

—Tim Brown, Director of Business Systems, Community Medical Center

About the organization

Based in Fresno, California, Community Medical Centers is the region's largest healthcare provider and private employer, operating three hospitals, various healthcare facilities, and a physician residency program. To learn more, visit www.communitymedical.org.

Challenges

- Provide more timely visibility into issues—both horizontally across the organization, as well as vertically from staff to leadership.
- Increase visibility and accountability in multiple areas.
- Implement alerts to address issues and ensure collaboration across functional areas.
- Automate existing processes and re-validate desired standard processes.
- Connect Infor Lawson Supply Chain Management to clinical systems for improved accuracy and automation.

Benefits

- Increased employee satisfaction and reduced costs with Infor Employee/Manager Self-Service for pay stub opt-out, online pay stub viewing, open enrollment, and foundation giving.
- Improved accuracy on timecards with smart notifications for timecard exceptions.
- Improved accuracy of labor analytics and reporting.
- Improved accuracy of supply costs directly impacting the bottom line.
- Reduced invoice approval cycle time and improved coding accuracy with an automated invoice approval process.
- Improved supply chain efficiency and supply charge accuracy by integrating Infor Lawson Supply Chain Management with Epic to optimize usage of both systems.
- Eliminated manual steps and reduced the time for activation and termination of accounts with the interface between Infor Lawson and Microsoft® Active Directory®.

"We've eliminated manual processes, improved the distribution of information, increased staff satisfaction, and enabled staff to focus on the right things."

—Tim Brown, Community Medical Centers

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