



Jackson Health System automates contracting and sourcing with Infor Lawson Strategic Sourcing and Infor Lawson Contract Management

Facts at a glance



Headquarters
Miami, FL



Industry
Healthcare



Products and services

Infor® Lawson Strategic Sourcing, Infor Lawson Contract Management, Infor Supplier Order Management



Implementation partner
Infor Consulting Services



Web site
jacksonhealth.org

Jackson Health System is a public healthcare integrated delivery network (IDN) based in Miami, FL with six hospitals and 2,106 licensed beds. Governed by the Public Health Trust, a dedicated team of citizen volunteers acting on behalf of the Miami-Dade Board of County Commissioners, Jackson Health faces unique challenges for sourcing its products and services. Supplies, in fact, account for 22% of Florida hospitals' costs.¹ Additionally, Jackson must control how its contracts are created, managed, and monitored.

Jackson Health needs to spend every dollar wisely, which means moving away from paper-based, manual systems for sourcing products and services, contract approval, data collection and research, and workflow and supplier notifications and reminders. It also requires Jackson to control spending limits to adhere to contract maximum limitations.

Jackson Health's responsibility to the community—and its current equity in contracting initiatives—requires a solution that will automate many of its processes. These include sourcing and contracting processes for products and services, offering clear tracking and analysis for auditing, and placing proper controls on spending limits.

Business goals

- Develop a supplier web portal that provides suppliers with 24x7, self-service electronic access to RFPs, purchase orders, receipts, invoices, and payments.
- Put proper controls in place for contract approvals.
- Develop an easy electronic procurement process for tracking and analysis for auditors.
- Establish automated notifications and reminders to assure adherence to appropriate workflows.
- Control spending limits to avoid exceeding contract maximums.



Before we rolled out our Infor solutions, everything was manual at Jackson Health. This was our first step toward automating processes, developing a centralized file for vendors, and using electronic bids and RFPs.”

Rosa Costanzo, Vice President and Chief Procurement Officer, Jackson Health System



Automating systems

Achieving seamless sourcing and contracting

Prior to using Infor Solutions, Jackson Health relied on paper-based processes for its data collection and analysis of contract changes for supplier notifications and reminders, and for following established workflows. Jackson Health also found adhering to contract spending limits a challenge.

Jackson Health now works with Infor to build custom approval flows on sourcing and contracting for products and services. Plus, the seamless integration with existing Lawson procurement and financials systems make training on new systems easy.

The use of Infor solutions has helped eliminate manual request-for-bid processes through online notifications, bidding, negotiations, and responses to supplier inquiries. Accounts payable staff and suppliers have gained a centralized, web-based access to shared views of financial and supply chain information. In addition, Jackson Health's teams now spend less time validating data, and more time on productive activities such as data analysis and decision-making. Lastly, Jackson Health now maintains better control over its contract spending limits.

Automating the system; improving outcomes

Jackson Health's use of Infor Lawson Strategic Sourcing and Infor Lawson Contract Management has eliminated previously manual processes with automated, click-of-a-button functionality, along with easy answers to who's buying what, from whom, and at what price. All of this offers greater oversight of Jackson Health's purchasing activities.

Jackson Health has also improved its outcomes thanks to its ability to more easily identify new business opportunities. Additionally, Jackson Health's vendors benefit from a web-based supplier portal that provides a better experience and encourages broader participation.

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The introduction of these applications has resulted in a more efficient and accurate contracting and sourcing environment for both our internal customers and the vendor community.”

Brian Hurt, Director of Value Engineering Division of Strategic Sourcing, Jackson Health System

Building Jackson's future

Jackson Health's community-mandated, strategic objective from its board of directors is to ensure equity in contracting. This is because Jackson Health spends a community-approved bond to upgrade its facilities. The tools from Infor will allow greater visibility and transparency into suppliers who participate in Jackson's bidding process, especially if vendors self-report as minority and women-owned business enterprises (MWBE).

Jackson Health looks forward to fostering broader supplier participation, potentially receiving higher quality responses, and stimulating greater competition to help it meet its strategic sourcing goals.



The Infor tools allow greater visibility and transparency into suppliers participating in the bidding process at Jackson Health. As long as suppliers are registered, they can participate. In the past the process was manual, but now vendors have better control over their participation.”

**Rosa Costanzo, Vice President,
Chief Procurement Officer,
Jackson Health System**

¹ Health Issues Brief, Hospital Finance Basics: Part 2 Costs, Florida Hospital Government and Public Affairs, 2013. https://www.floridahospital.com/sites/default/files/finance_part_ii_costs_hib_december_20131.pdf

