



Customer Snapshot

# UMass Memorial gains efficient, actionable financial reporting with Infor CPM



## Facts at a glance

**Products:** Infor® Corporate Performance Management (CPM)

**Industry:** Healthcare

**Country:** U.S.

**Implementation Partner:** CFO Solutions LLC

## About the company

UMass Memorial Medical Group is a nonprofit organization owned by UMass Memorial Health Care, one of the largest and most esteemed healthcare systems in New England. The organization serves more than one million patients in the area, handling three million patient encounters every year. Its 2,200 employees include 1,100 primary care and specialist physicians, who deliver care on 80 practice sites and three Worcester campuses of UMass Memorial Medical Center. To learn more, visit [www.umassmemorialhealthcare.org](http://www.umassmemorialhealthcare.org).

## Challenges

- Reduce time spent on the manual, spreadsheet-based budgeting process.
- Improve the consistency of financial reporting figures throughout the organization.
- Standardize key performance metrics to have buy-in from both financial and operational managers.
- Shift focus of board meetings from analyzing financial results to proactively strategizing.

## Benefits

- Transformed labor-intensive budget process into an efficient, integrated financial management process.
- Automated close and reporting processes to allow proactive, data-driven decision-making.
- Established a standardized set of key performance indicators, with easy-to-use dashboards and scorecards to keep executives and operational managers engaged.
- Created more action-driven board meetings.
- Incorporated a rolling forecast into the planning process, which provides greater preparation for new regulations and other industry challenges.

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