The Jackson Laboratory turns knowledge into value with Infor Education training

Leading the search for tomorrow’s cures

The Jackson Laboratory is an independent, non-profit organization that focuses on mammalian genetics research to advance human health. The institution has a total staff of 1,670 employees, which includes 287 Ph.D.s, M.D.s, and D.V.M.s, and an operating revenue of $240.5 million (as of 2013). The Jackson Laboratory is tasked with discovering precise genomic solutions for disease, which empowers the global biomedical community in the shared quest to improve human health. The Jackson Laboratory breeds and manages colonies of mice—known as JAX® Mice—for the scientific research of their own laboratories and other institutions. Because over 95% of the mice genome is similar to human genes, JAX Mice provide an effective and efficient way to model human diseases in the effort to find cures for those diseases—including cancer, HIV/AIDS, diabetes, obesity, and more. JAX Mice have been shipped to approximately 20,000 investigators (or laboratories) in more than 900 institutions in 56 countries.

Business goals

- Improve business processes with Lawson smart notifications.
- Increase supply chain and logistics efficiencies through enhanced integration.
- Speed up decision making and reduce the time needed to process reporting requirements.

“Because of the power training course I took at Inforum 2014 through Infor Education, I could hit the ground running on setting up Lawson smart notifications. As a result, we’re seeing increased efficiency in information sharing across the organization.”

Terry Wasti, Senior Business Analyst–Lawson Applications, The Jackson Laboratory
Using smart notifications in the procure-to-pay process

Making sure inventory is always available

At The Jackson Laboratory, the largest group of users of Infor Lawson Financials are involved in the procure-to-pay process. The process starts at the warehouse and spans all the way up to the accounts payable department. After learning about the considerable benefits of smart notifications at Infor Education training at Inforum, as well as how quickly The Jackson Laboratory could take advantage of its capabilities, Terry Wasti and his team set up smart notifications within the warehousing system to allow auto-replenishment at reorder points that were carefully selected by business stakeholders. When inventory diminishes to a predetermined level, the procurement system now automatically creates a purchase order to replenish the inventory. Since The Jackson Laboratory deals with live animals, ensuring that inventory is always available is mission critical. Being able to automatically replenish this inventory with smart notifications make this process easier and more reliable.

Minimizing bottlenecks

Choosing the right steps in the accounts payable process

Notifications were set up at various points in the procurement process that tend to be bottlenecks in the operation. With a process that spans multiple departments, ensuring that these departments communicate with each other in a timely manner is essential to keep everything moving. For instance, purchase orders can’t be processed by the procurement department until requisitions are released by the warehouse department. To reduce idle time in its procurement process, the team at The Jackson Laboratory set up smart notifications that make relevant users aware when there are unreleased requisitions that require their attention. Each notification includes information about a specific requisition and provides a link to where the user can take action. Notifications were also set up for the procurement department for instances when an order has been released, but not transmitted yet.

Business outcomes:

- Set up auto-replenishment at key reorder points to ensure the availability of mission-critical inventory.
- Sped up the procure-to-pay process by reducing idle time with unreleased and released-but-not-transmitted statuses.
- Saved 30 minutes from the weekly check-run process.
- Reduced in-error statuses with accounts payable invoices by utilizing smart notifications.

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To use a metaphor, by using smart notifications, I can be a traffic cop on a congested highway, clearing up the road blocks that prevent efficient movement of a process.”

Terry Wasti, Senior Business Analyst, The Jackson Laboratory
Gaining efficiency and speed

Smart notifications in the finance department

Stakeholders within the finance department often want to know the status of particular processes. For example, The Jackson Laboratory runs checks every Tuesday, and the assistant controller needs to know once all the invoices have been paid on that day. In the past, she would have to go into the system and collect this information manually by running different reports that would take about 30 minutes. By setting up a smart notification that combines information from multiple sources, the assistant controller now automatically gets a smart notification when all invoices have been paid.

Realizing value from Infor Education

The accounts payable department processes a significant number of invoices—too many for a human to keep track of manually. The Jackson Laboratory now runs Lawson smart notifications every morning alerting the accounts payable department to any errors in the accounts payable process which delay an invoice from being paid. Each notification includes the specific invoice number, so that the accounts payable department can easily act. The quicker that invoices in error can be identified and resolved, the faster that suppliers can be paid. As a result, The Jackson Laboratory is better able to take advantage of trade discounts where applicable.