



MHC BUYER'S GUIDE

Automation. Accelerated.



CONTENT INCONTEXT NO BOUNDARIES, NO LIMITS

Clear, accurate, timely, in-context information. Imagine the power of seamless communication with your customers, employees, vendors, and other audiences without the boundaries or limits imposed by your enterprise systems. MHC's software and services solutions have been specifically engineered to help organizations create, deliver, and manage information assets digitally and efficiently via automation functionality integrated with a wide variety and combination of enterprise systems.

MHC optimizes information-sharing for thousands of users via a platform of content solutions including web forms, business process automation, OCR capture automation, flexible and dynamic content creation, and powerful self- service document delivery.



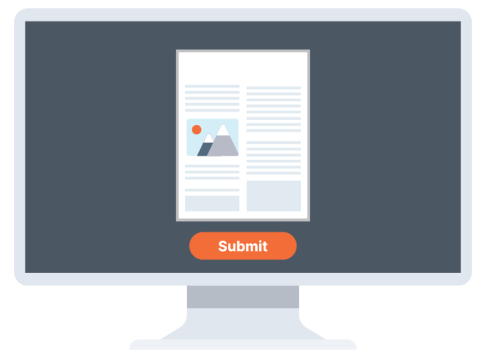
➔ CAPTURE

Digital documents • Electronic files
Data sources • Digital images • Data entry forms • Email & paper



➔ TRANSFORM

Capture incoming data • Translate information into configured layouts • Stylize your business forms and content



➔ COMMUNICATE

Web, email, fax, print • Visibility
Financial transactions • Integrations
Enterprise system integration • Analytics

Streamlined communication



Tailored and personalized content – created & distributed

Create precision-designed documents and transactions distributed to internal and external audiences.



Solutions that deliver ROI

From procure-to-pay automation & payment solutions to human capital management, payroll and beyond, MHC solutions deliver value across the enterprise ecosystem.



Self Service information access

Deliver documents online or by email using one platform to maximize engagement



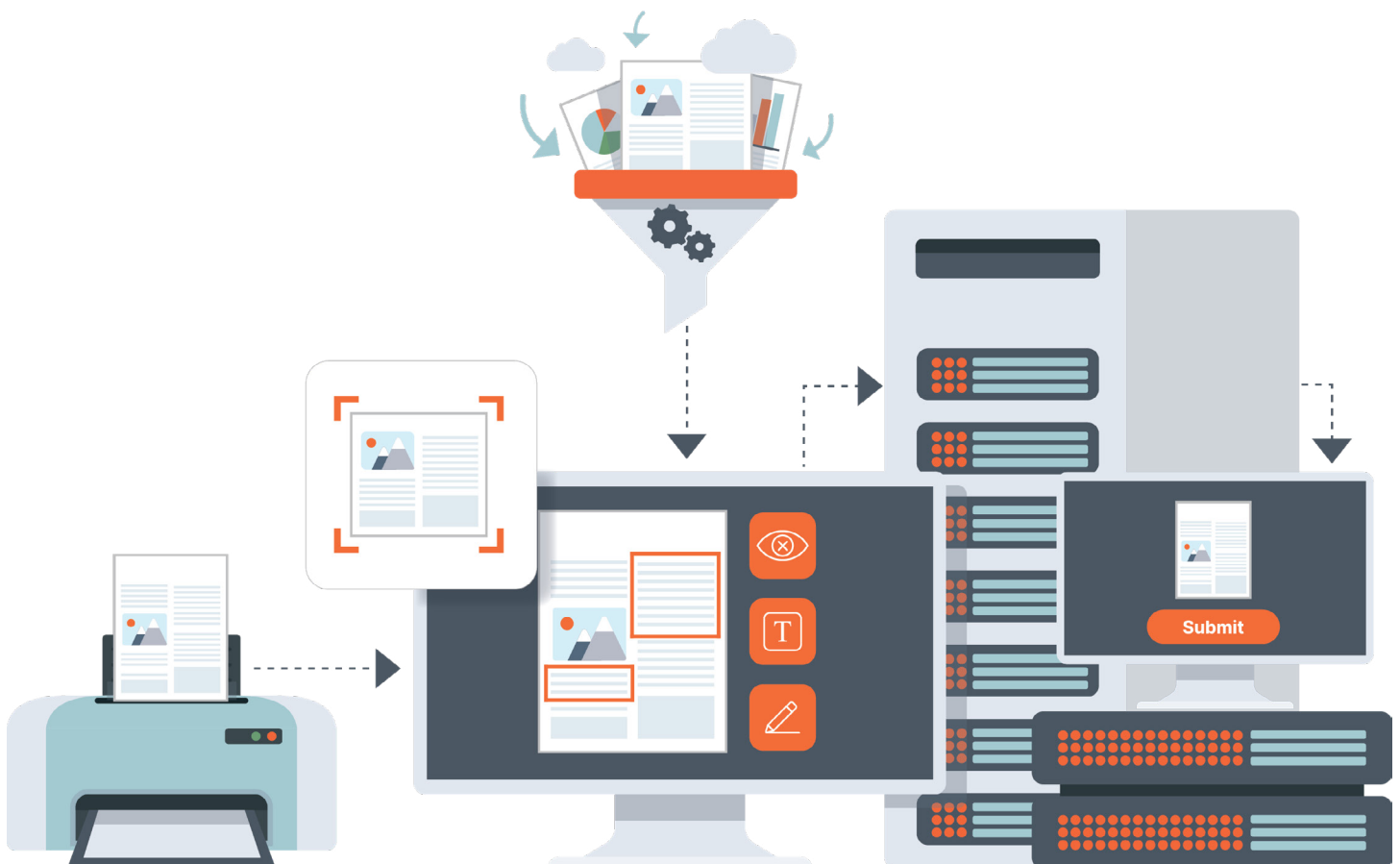
Service is our passion

At MHC, customers are #1 - from software implementations to services outsourced to us, our resources are committed to our customers' success.



Content captured and managed across the enterprise

End-to-end document automation from intake to archival.



TAILORED AND PERSONALIZED CONTENT – CREATED AND DISTRIBUTED

Imagine precision-designed documents and transactions tailored to your internal and external audiences – delivered how and when the information is needed. MHC solutions aggregate data from one or more of your enterprise systems and transform the information into easy-to-read, actionable, and delivered content.

Streamlined communication

- Limitless document and transaction design with user-friendly configuration options
- Rules-driven content distribution via print, email, fax, web delivery, and secure bank transactions
- Embedded fraud prevention features for payment functionality
- Audited user and system actions to meet compliance expectations
- Automated data import processes
- Seamless integration with your ERP and/or other enterprise systems



MHC merged and transformed data from numerous sources and delivered the output I wanted.

George Gallagher
Sr. Benefits Analyst, Human Resources, Geisinger Health

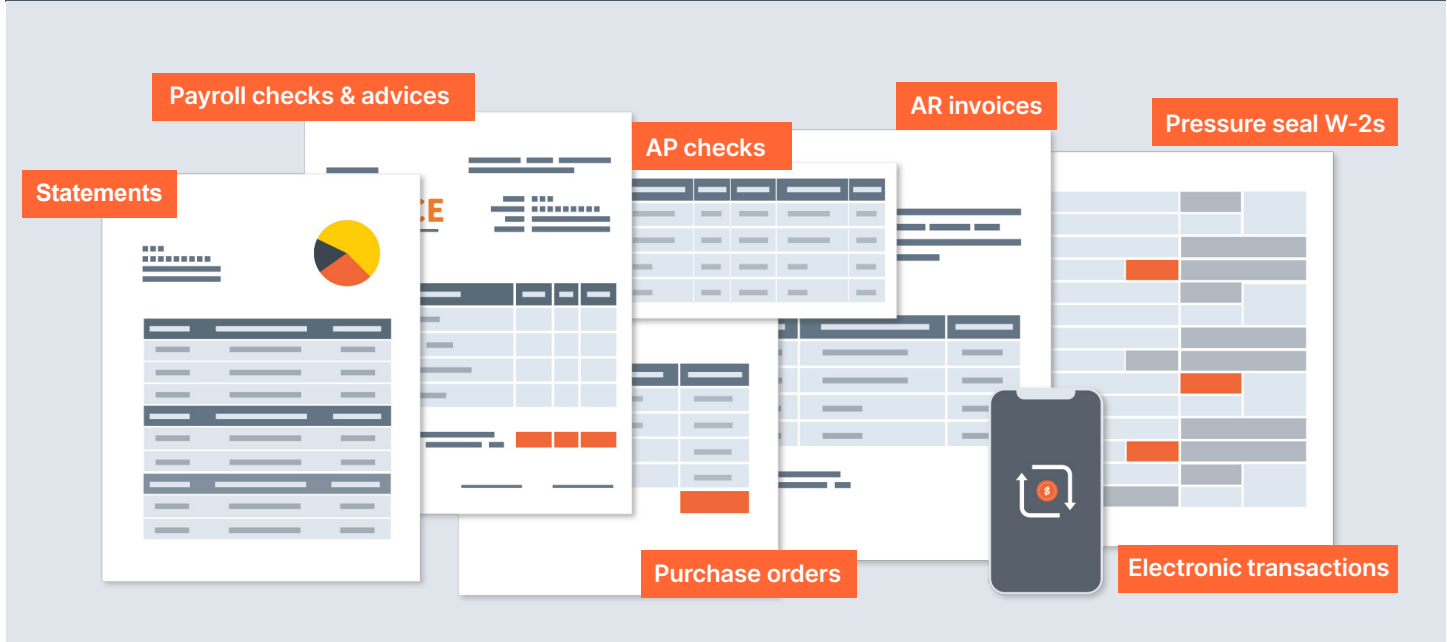
Sample solutions in action

Additional documents

- U.S. federal, state & Canadian
- tax documents
- employee agreements
- customer statements
- delivery documents
- and more

and transactions

- ACH with vendor remittances
- positive pay
- bank reconciliation
- pay/ghost cards
- punchout transactions
- and more



Experience the value of effective communication



Tailored business documents

Design tailored forms and documents (e.g., employment contracts, pay stubs, AR statements)



Electronic remittance advices & pay stubs

Distribute documents electronically to vendors and employees to reduce spend



Electronic payments

Meet banks' requirements for electronic payments and reconcile bank files without customizing systems



Checks

Produce multifaceted checks that meet complex requirements and regulations



Tax documents: W-2s, 1095-Cs, 1099s, T4s, & more

Ease tax season stress with turnkey tax document solutions



Secure web remote check & stub printing

Easily manage secure distributed printing of checks and/or pay stubs



Positive pay & pay card processing

Format & transmit payments per bank payment program requirements



Enterprise data integration

Deploy solutions to transform and share data between your enterprise systems and digital marketplaces (e.g., punchout integration, EDI providers)



Tailored content + timely delivery = streamlined communication

SELF-SERVICE INFORMATION ACCESS

Users in the digital age expect immediate access to information. Human resources, payroll, accounts payable, and other departments need to deliver documents to their customers – including employees, vendors, and beyond.

Increase engagement with your internal and external audiences by empowering them with 24/7 self-service access to information.



Deliver on-demand relevant content to users.

Sample solutions in action

→ Active employees

- IRS-compliant W-2s • 1095-Cs • pay stubs • licensing & certifications • employee files • total compensation statements • wage theft notices

→ Employees on leave

- W-2s or T4s • 1098-Ts • annual employee contracts • employee reviews • policy & agreements • benefit statements

→ Retirees

- 401K documents • tax forms • benefit forms • salary notices • historical W-2s or T4/T4A/ relevés

Share content beyond your organization

→ Vendors

- POs • 1099s • AP

→ Members

- compliance agreements • member documents • contracts

→ or any audience

- any personalized or shared content



With Document Self-Service, we save countless hours. What's more, our employees love Document Self-Service.

Wendy Voitalla
Associate Director of Enterprise Information Services, St. Olaf College

Benefits of self-service access



Save time & resources



Stay compliant



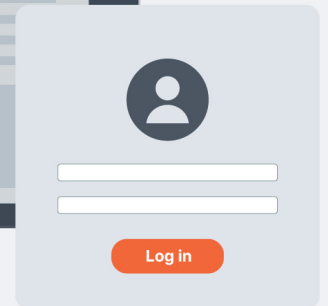
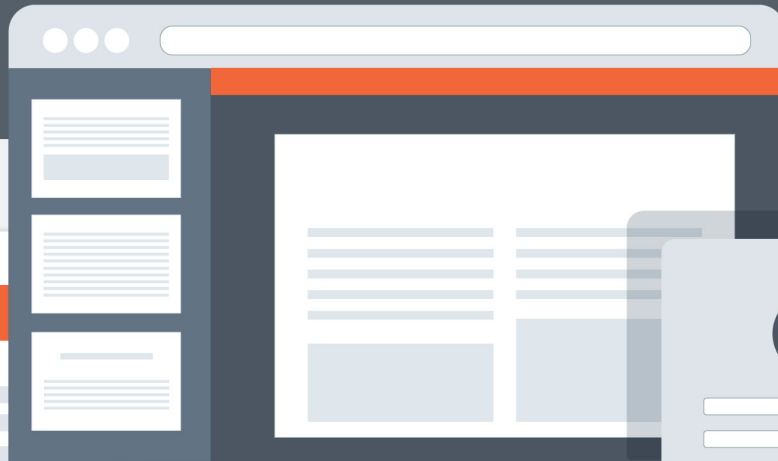
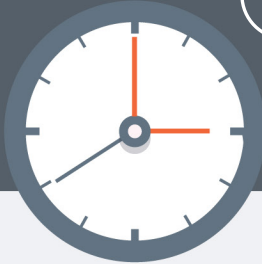
Audited history of user actions



Users can view, print & save documents



Save time & resources

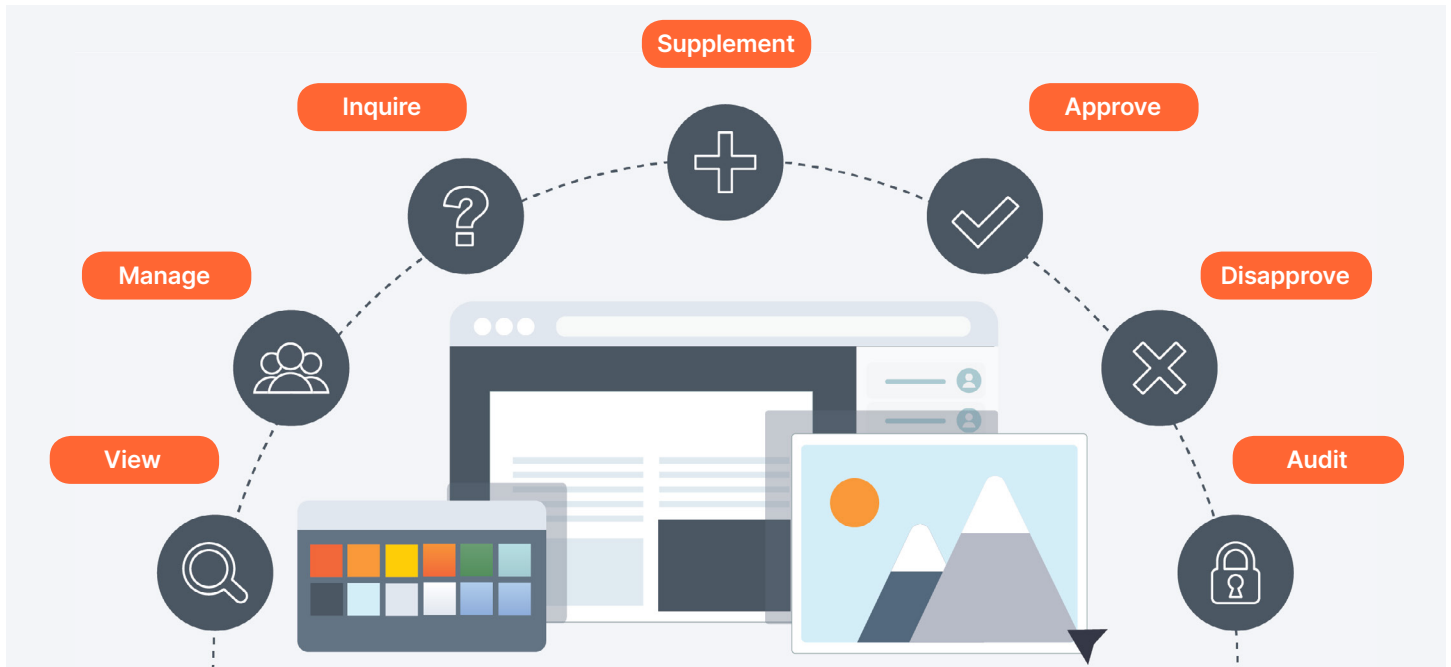


CONTENT CAPTURED AND MANAGED ACROSS THE ENTERPRISE

Too much paper, lost documents, slow and expensive manual approvals, a growing list of audit recommendations, compliance concerns, costly fees paid out to banks and consultants, a general lack of visibility to the information assets in your organization. Do any of those challenges sound familiar?

MHC has helped organizations solve their challenges with purpose-built content services solutions for over 20 years. Long before it was trendy, our customers have been able to choose which content solutions they need without the expensive overhead of deploying an overly complex system that only addresses a fraction of their real need.

MHC offers a flexible platform of solutions designed around customer choices – we understand that every organization's needs are different and we are committed to expediting ROI for our customers.



Manage your content on your terms

Organize, create, edit, publish, process, and archive content in a manner that supports how information needs to flow in your organization.

Automate with intelligent capture, web forms, process automation

Eliminate paper, embrace the systematic automated approach of intelligent capture, and enforce controls via web forms and process automation to streamline and increase ROI.

Integrate content with any of your enterprise or line of business systems

In today's always-on world, users expect information in-context to the work they are doing.



What is nice about workflow is that it helps us organize our work better – we know if we already sent something out for approval or not and where the invoice is in the process. Before, that was done manually with files and piles.

Mary MacDonald

Accounts Payable Manager Cherry Creek School District



Empower, enable and engage users with access to the information they need when they need it.

SOLUTIONS THAT DELIVER ROI

The power of digital transformation extends far beyond the concept of digitizing paper. Users expect information to not only be digital, but digestible, timely, and relevant, helping them make better decisions. MHC Software solutions support digital web forms, workflow and OCR capture automation, flexible and dynamic content creation, and powerful self-service document access.

MHC offers pre-packaged solutions designed to deliver ROI year after year, such as:

- Procure-to-pay automation powered by comprehensive accounts payable (AP) invoice automation
- Cloud deployments to maximize business value and minimize IT investment
- Outsourced document services to free up your resources to do what you do best
- Public and authorized user document portals
- Human resources and payroll employee lifecycle document management

Solution spotlight:

Software to streamline procure-to-pay

Procure-to-pay processes include requisitioning, purchasing, receiving, invoicing, and paying for goods and services. Given the data complexity, transaction volume, and large number of people involved in those processes, there are common challenges faced by large and small organizations alike.

Key documents & transactions

Leverage solutions that meet the needs of your organization. From outbound documents and transactions automatically created and distributed, such as purchase orders and AP payments, to documents and transactions captured as they are received, MHC enables real-time access to information.

COMMON CHALLENGES



Delays

Miscommunications



Lack of visibility

Errors



Compliance issues

Extra expenses



Solution spotlight:

Close your procure-to-pay gaps and unleash the power of interconnected information

INCREASED PRODUCTIVITY FOR ALL USERS

Requestors

- Formal (controlled) process for requisitions
- Automate and enhance approval process with visibility
- Ability to attach supporting documentation, such as bids & quotes
- Submit payment requests online when invoices do not exist

Requisition & invoice approvers

- Standardized process
- Validated general ledger coding
- Automated, electronic approvals
- Visible supporting documents
- Audited actions

AP processors

- Decrease data entry with OCR- powered capture
- Electronic routing and approval
- Auto-generation of payment
- Electronic payments based on vendor setup
- Electronic remittances show exactly what is being paid
- Reduce late payments and increase discount opportunities

Your vendors

- Receive clear, concise PO documents electronically
- Paid faster via ACH
- Minimize calls into AP
- Leverage vendor document self- service to view agreements, POs, 1099s, payments

Buyers

- Formal (controlled) process for POs
- Ability to request additional information
- View/attach supporting documents
- Retrieve packing slip images
- Upload and view contracts & agreements
- Visibility into PO/invoice line issues

Receivers

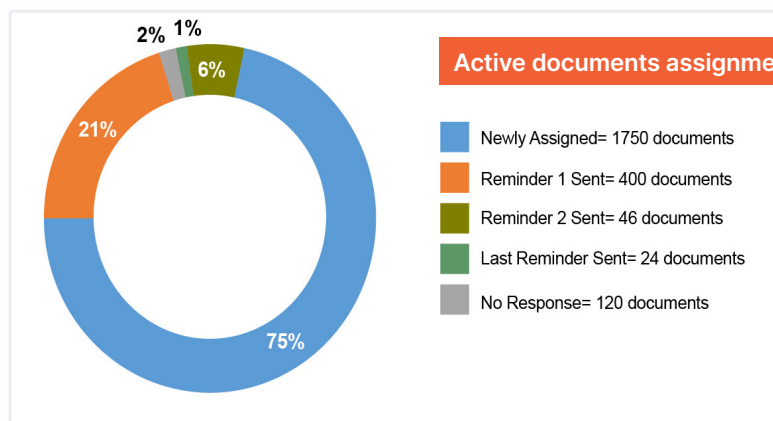
- Upload receiving documents
- Validate purchase orders
- Better manage split shipments

Productivity visibility



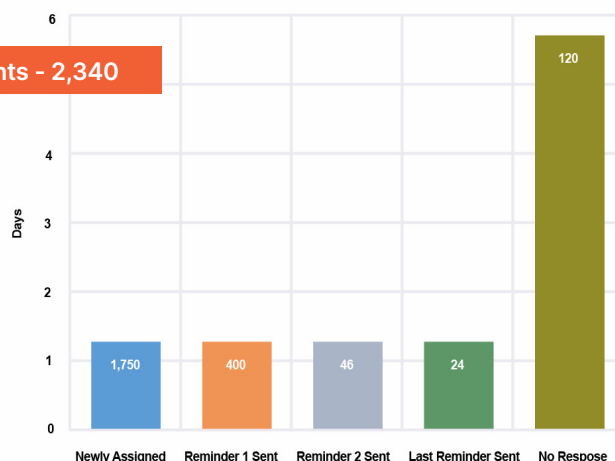
Clear. Accurate. Timely. Tailored and contextual.

Active Document Assignments - Document Assignment Count by Status



Note: A document assigned to more than one participant will be included in the totals more than once.

Active Document Assignments - Average Days in Status



Increased
Visibility



Speedier
Decision
Making



Enhanced
Financial
Controls



Better
Relationships



Improved
Accuracy



Reduced
Reliance on
Paper



Cost
Savings



We have been able to gain efficiencies in processing, auditing, approving, transportation, storage, research and interaction with our vendors. The feedback from every type of user has been extremely positive.

Ellen Chase-Lucard

Department of Administrative Services State of New Hampshire

Solution spotlight:

Optimized communication solutions for HR, Benefits and Payroll

Imagine the value of precision communication with your employees, including those on leave, inactive, or even retired, without the boundaries and limits imposed by your human capital management and payroll systems. Regulations and compliance expectations change constantly. Users in an always-on world expect access to information any time of day.

Organizations need nimble solutions to deliver documents and information to employees quickly and cost-effectively.

Improve Service. Manage Compliance. Drive ROI.

Self-service access to documents

People value transparency and clear communication from their employers. They also appreciate the ability to manage how they want to receive information. Electronic self-service document delivery solutions increase engagement with employees and other personnel while internal departments simultaneously meet productivity and compliance goals. ROI guaranteed.

Manage compliance

Online self-service agreement functionality enables organizations to deliver personalized documents (e.g., teacher contracts, physician agreements, wage notices) or enterprise-wide documents (e.g., policies, compliance notices) in a completely paperless manner while tracking individual user acceptance or acknowledgement actions.

Paperless and automated

MHC turns manual, paper-based processes into efficient electronic forms with built-in data validation designed for use throughout your organization to capture content and generate transactions automatically.



From hiring to retiring, manage employee content electronically

Human Resources (HR) and payroll professionals understand that employees are the most critical asset to make an organization successful. The competition to attract and retain talent is fierce - fast and secure access to employee information is critical at every stage of the employee lifecycle.

Increased productivity for all users



HR, benefits & payroll teams

- Instant access to view employee documents online, in context with daily work
- Automated, secure, electronic transactions and documents for payroll without payroll system customizations or delays
- Ensure compliance by validating document types and acknowledgments
- Upload documents to employee files with or without workflow processing
- Digitize contracts, agreements, licenses, certifications, and more to eliminate paper burden
- Automate and enhance employee submissions
- Audited actions by management and employees alike
- Flexible options to outsource document print processing to a trusted partner
- Maintain a digital backup to support business continuity requirements and reduce the risk of disasters

Employees, retirees, personnel

- Instant access – 24/7
- Manage own documents
- Personal repository of tax statements, pay stubs, benefit documents and more
- Reduction of paper clutter at home
- Trusted source in case of a disaster
- No cost to ask for reprints



MHC is still my 'Most Favored Vendor' that I work with because of the great customer service! Whenever I call customer support, I am helped right away by knowledgeable and friendly technical reps.

Sonia Herriman

Business Systems Analyst Human Resources Consulting Firm

Limitless documents & transactions

Choose the documents and content services you need. From outbound documents and transactions automatically created and distributed, to documents captured as they are received, MHC enables real-time access to information.

SERVICE IS OUR PASSION

Customer focus. There are some people who talk the talk and fail to walk the walk. At MHC, we talk it, we walk it, and we live it. Customer service is our passion. We follow a very simple philosophy instituted by the company founders many years ago.

Customer success is our **#1** priority.

Our content and software solutions are viewed or used by millions of users, including our customers' customers, employees, and external partners. We appreciate the trust customers put in us to deliver content-related solutions that meet their objectives and represent their brand inside and outside their organizations.

Each phone call we answer (yes, answer!), training session we give, solution we implement, customer we serve is driven by our unrelenting passion to help our customers succeed.



Our biggest goal was to go with the vendor that offered the most seamless integration with our ERP. We selected MHC.

Jim Krzyzewski
Managing Director American Medical Association



Flexible software. Massive impact.

MHC understands that organizations need flexibility now and in the future as their needs and systems change. We purposefully engineer our solutions to integrate with and complement any combination of enterprise systems so that customers can continue to grow and evolve with right-sized content solutions.

Why customers choose MHC

- light-weight and high-impact software and services offerings
- focused on customer ROI
- document and transaction automation functionality truly meets “last mile” needs and goes beyond the limits of rigid enterprise systems
- customers choose only the functionality they need and avoid the expense of unnecessary functionality
- flexible solution and deployment (cloud and on-premise)
- options are designed with customer growth in mind
- critical information assets are centralized and ready to be integrated with any number of current or future enterprise systems as our customers evolve
- over 20 years of experience delivering best-in-class content management software and services
- once an MHC solution is in place, our customer care team continues to work tirelessly to answer questions and deliver the dedicated support each customer deserves



I just want to say without a doubt that MHC has the best customer service on earth.

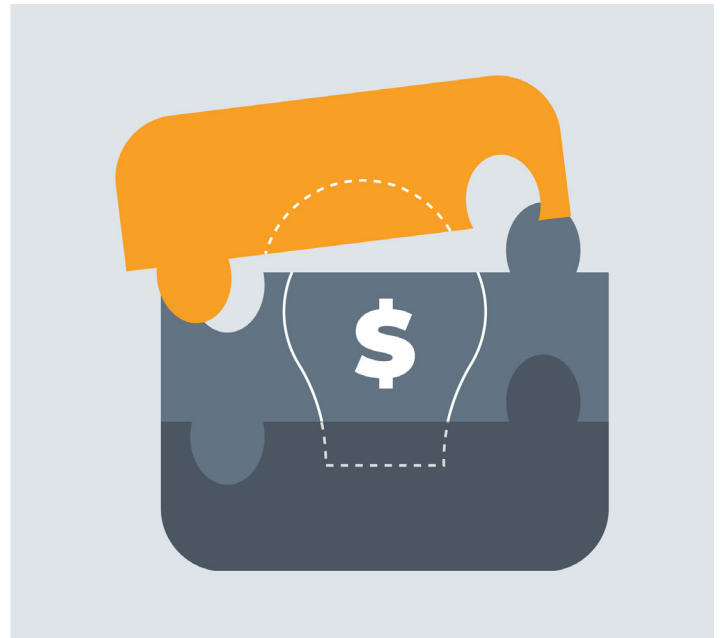
City of Greensboro

VALUE IS OUR PROMISE

At MHC, we believe every organization has unique needs and that one-size-fits-all software solutions fall short of actually meeting customer requirements. We deliver the unique solution our customers need while keeping their configuration flexible to meet their future needs. We add value without unnecessary and costly features. To complement our value-centric software solutions, our services teams guide customer implementations and technical support through patient, thoughtful expertise that leaves our customers thrilled and delighted.

Value-added services

- ROI analysis
- Software as a Service
- Hosting options for our valued customers with existing MHC licenses
- AP invoice automation optimization
- Workflow process design & optimization
- Business document forms design
- Web forms design
- Document disaster recovery
- Enterprise system integrations
- Custom extensions
- On site consulting and implementation



Working with MHC has been and continues to be such a pleasure.

Live Nation Entertainment

Service spotlight:



Still stuck printing and mailing documents to employees, vendors, customers and others?

Eliminate the hassle of all that manual, labor-intensive work and partner with us to do the document processing for you.

- Eliminate print-related hardware and infrastructure
- Let MHC manage the forms procurement process
- Reduce in-house effort and overtime associated with printing, folding, stuffing and mailing
- Store content in an offsite, secure facility to eliminate internal access to sensitive printed documents
- Recapture time for other priorities
- Let MHC serve as an extension of your organization



