



Customer Snapshot

# Parkland Health uses Infor Lawson supply chain and financials to improve efficiency, save time and money



## Facts at a glance

**Solution:** Healthcare

**Products:** Infor® Lawson Financial Management, Infor Lawson Supply Chain Management

**Industry:** Healthcare

**Country:** USA

“We have improved our book-closing times by 80%, streamlined our purchasing processes, and automated and integrated information for better analysis—and ultimately better decision making.”

—Jim Harper, IT Manager,  
Parkland Health and Hospital System

## About the organization

Parkland Health and Hospital System is one of the largest public hospital systems in the country, with 861 beds, 101 neonatal patient beds, more than 10,000 employees, and more than \$1.2 billion in revenue. The hospital averages more than 1 million patient visits annually. Services include a Level 1 trauma center, the second-largest civilian burn center in the U.S., and a Level III neonatal intensive-care unit. Parkland serves as a teaching hospital for UT Southwestern Medical School, and operates 20 community-based and 12 school-based clinics. To learn more, visit [www.parklandhospital.com](http://www.parklandhospital.com).

## Challenges

- Staff lack the ability to make impactful decisions because of time spent closing the books.
- Paper processes make it difficult to locate copies of documentation to help manage county-mandated competitive-bid purchasing processes that require bids to align with invoices and purchase orders, especially for exceptions.
- Requisition process includes too many manual steps and too much intervention from the purchasing staff.
- Lack of integration between financial and procurement departments for automatic exchange of data to facilitate rapid decision making.
- Need to replace end-of-life Infor GEAC mainframe system, which accounts for all maintenance costs.
- Need several disparate applications that require added maintenance costs for the full set of GEAC functions.

## Benefits

- Automated processes dropped closing times from approximately one week to within 24 hours.
- Electronic documentation made it easier to locate audit files, match bids, invoices, and purchase orders to help meet county purchasing guidelines.
- Automated requisition processes were initiated by the requisitioner rather than the purchasing staff, with approvals monitored by purchasing.
- Financial and procurement departments accessed the same data and support tools for better analysis and decision-making.

“Overall, our finance and supply chain areas have become more efficient, thereby allowing our staff to focus on more strategic activities.”

—Jim Harper, IT Manager,  
Parkland Health and Hospital System

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