



Yes, you can.®

#### Customer

Invacare

#### Industry

Manufacturing  
Wholesale Distribution

#### Size

6,000+ employees  
Products available in 80+ countries

#### Location

Headquartered in Elyria, Ohio

#### OnBase Integrations

Oracle eBusiness Suite®  
OpenText RightFax®

#### Departments Using OnBase

Accounts Payable  
Accounts Receivable  
Quality Assurance

Case Study | Manufacturing | Invacare

## Invacare increases visibility and manageability of the financial close

### The Challenge

For more than 30 years, Invacare has focused on promoting recovery and active lifestyles to its customers. However, with more than 100 employees worldwide contributing to the financial close each month, Invacare lacked visibility into the activities those employees performed. The company needed a solution that not only fostered collaboration among its accounting groups, but could also generate a complete list of all activities – including journal entries and tasks – required for the close each month.

That's when Invacare discovered OnBase by Hyland.

### The Solution

Invacare chose OnBase to connect all close-related documents, procedures and activities, and make them available from one central location.

Using OnBase for Accelerated Financial Reporting Management (AFRM), Invacare didn't have to change its processes. Instead, the solution makes all tasks and supporting documents immediately accessible to managers and team members.

"The biggest difference with AFRM is that you really get a good picture of all of the support without having to search for documents or the person responsible," said Seth Linebrink, director of financial planning and analysis at Invacare. "If one entry or reconciliation is based on another from last month, you access AFRM and find the related item. I don't need to track down someone in another time zone and ask for support. I can see everything right on my screen."

**OnBase**  
by Hyland

**“AFRM encourages knowledge transfer. It opens up communication between people in your department and also cross-departmentally.”**

– Seth Linebrink, director,  
Financial Planning & Analysis, Invacare

*Visibility increases confidence in close completeness*

Now at Invacare corporate accounting, there is a collective peace of mind when all entries are done at the end of the month and the financials are complete.

“There is visibility that wasn’t possible before,” Linebrink said. “Prior to AFRM, on the day before the close, if the controller asked us where we were in the process, the answer would normally be, ‘We’re on track.’ Now when I’m asked, I can see on the dashboard – and communicate – that we have 234 entries that are all posted, and we should have numbers in the morning.”

Improved visibility has also exposed some of the bottlenecks in the close process. Within a few months of using AFRM, the corporate finance team identified key delays and addressed the underlying issues to further streamline the process.

*Paperless process facilitates the human side of the close*

By eliminating paper-based processing, finance teams have more time to focus on analytics rather than filing and searching for documents. With OnBase, all reports and supporting materials – including ERP screen shots and reports, as well as Microsoft Excel® and Word® documents – are stored in OnBase alongside the task they support.

The solution also allows Invacare teams to collaborate and better support each other for corporate goals, regardless of where individual business units are located. For example, team members in different units easily share best practices for critical analysis techniques like effective report design because everyone can see what everyone else is doing in real-time.

“AFRM encourages knowledge transfer,” Linebrink said. “It opens up communication channels between not only people in your department, but also cross-departmentally, even in a global operation like Invacare.”

## The Return on Investment

**Promotes continuous improvement:** “From a perspective of how easy it is to use and how easy it is to roll out – and how little training a person really needs – we could make all 100 or so global finance associates system users in less than a year, if that was our plan,” said Linebrink.

**Provides real-time insight:** “Someone will see that they are doing almost the same task as someone else,” Linebrink said. “If one person does both pieces, valuable time can be saved.”

**Speeds up employee onboarding:** “Recently, an associate left the company and all tasks and their instructions were in AFRM, so we didn’t have to sit down with the person who was leaving and go over everything,” Linebrink said. “It was a seamless transition for the new employee taking over that role.”

Learn more at [OnBase.com](http://OnBase.com) »

**OnBase**<sup>®</sup>  
by Hyland