Hyland Content Portal for accounts payable

Improve vendor engagement
with integrated self-service

The dynamics of work environments are constantly evolving, compelling organizations to adopt a digital-first approach in an era of increasingly virtual workforces. For accounts payable (AP) departments, relying on outdated practices such as mailing paper- based invoices, and emailing PDF invoices significantly hampers processing speed and creates inefficiencies. In certain circumstances, such as natural disasters or global pandemics, the possibility of physical offices remaining closed for extended periods and organizations implementing remote work policies becomes a reality. Consequently, the importance of delivering seamless digital services to customers has never been more critical to ensure uninterrupted service.

Organizations can leverage an integrated vendor portal solution from Hyland to provide exceptional digital services, granting vendor employees access to critical invoice information from anywhere using their mobile, tablet or desktop devices. This portal features online forms, which could be used for things like new vendor setup. Users can also upload invoices and other documents through the portal. Additionally, any content uploaded can be used to trigger workflow in Hyland's content services platform – OnBase or Perceptive Content.

Vendors and suppliers can now interact with your organization online for various AP-related needs, including inquiries and access to financial documents such as payment records. They can also conveniently access and submit documents whenever and wherever they need to, thereby reducing manual processes, increasing operational efficiencies and optimizing the value of your existing technology investments.

Highlights

- Enables online access to all AP processes at the front end to reduce calls and wait times

- Allows end users to access any AP-related process, from any location, on mobile, tablet or desktop devices

- Provides 24/7 access to information stored in OnBase

- Integrates directly into existing portals and websites

Use cases

- Ability to quickly retrieve AP documents, like invoices, POs and shipping documents

- Improves relationships with vendors via an interactive portal

- Digital invoice capture and data entry, accounts payable and payment processing

Impact

- Reduces manual processes and increases efficiencies by decreasing paper-based approaches and time-consuming searches for information

- Provides vendors with better and faster access to invoice information, while reducing inquiries to your call center or finance department

Extends the value of Hyland's AP automation solution with a secure, single and personalized location to access and upload invoices and related documents

↗ Explore Hyland's AP automation solutions.

About Hyland

Hyland uniquely empowers organizations with unified access to AI-enabled enterprise content and unstructured data across repositories, unlocking profound insights that fuel innovations – fundamentally redefining how they operate and engage with those they serve. The pioneer of the Content Innovation Cloud™ — a unified content, process and application intelligence platform — Hyland is trusted by thousands of organizations worldwide, including more than half of the Fortune 100.

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