GET TO KNOW MHC DOCUMENT SELF-SERVICE
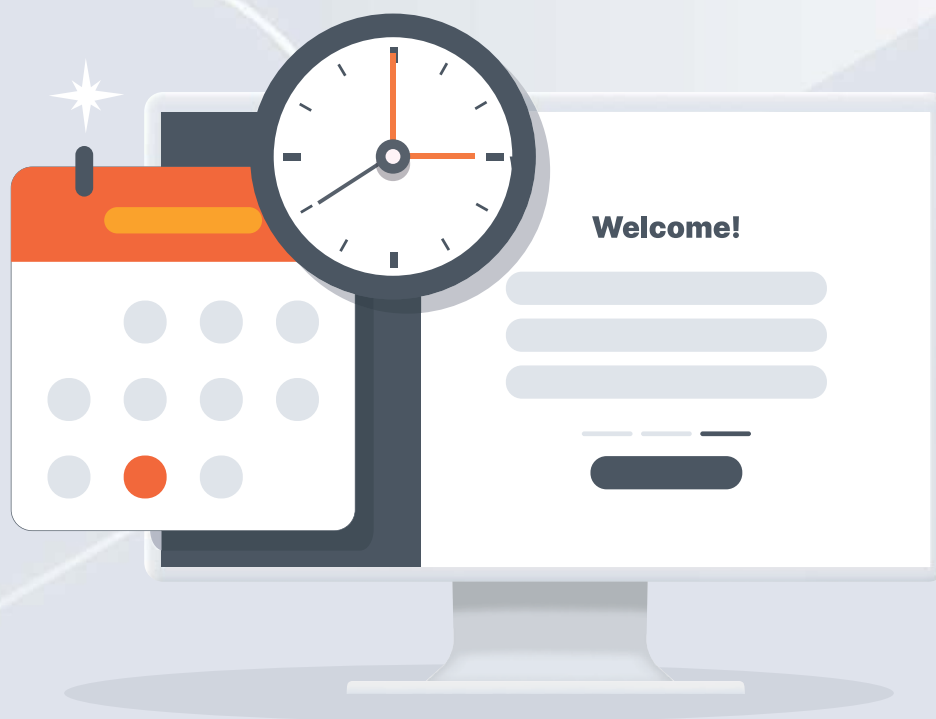
Cut costs and improve engagement with one tool.

Contents

ARE YOU MEETING DEMAND FOR ON-DEMAND ACCESS?

If you're an employer today, you know all about the need to keep an increasingly tech-savvy workforce engaged and productive. They want access to information and documentation at the click of a mouse or the tap of a phone. They want clear communications and timely alerts when they need to take action. This isn't just Gen X, Y or Z any more – it's pretty much everyone.

And it's not just employees who are becoming more digitally demanding. It's your customers, your suppliers, vendors, and all the partners you deal with. On-demand digital content is more than a personal preference – it's the key to increased productivity, easier collaboration, and better experiences all round.

Digital experiences like these were once nice-to-haves. Now they can make or break valuable relationships. If you can't offer people the kind of self-service, on-demand experience they want, they may well vote with their feet.

Not to mention the underlying issues of inefficiency, high costs and compliance risks that come with old-school, paper-heavy document delivery and management systems.

If you've had to endure a paper-based January tax season, with all the hassle of manual processing and form reprinting, you'll understand all too well. But this is a year-round problem for organizations of all kinds. And it requires a 24/7, on-demand solution.

> *"W-2s used to take the entire month of January...We used to worry about W-2s during the holidays!"*

Robin Worley
Mission Health

SECTION 1:
GET TO KNOW MHC
DOCUMENT SELF-SERVICE

MHC Document Self-Service helps you serve the user audiences your organization relies on with critical documentation – processed and delivered in smart, accessible ways.

It brings the benefits of efficient, accurate automation to your content management practices, reduces print and distribution costs, and satisfies the often complex regulatory requirements that come with the territory.

The features of Document Self-Service at a glance:

INTEGRATES WITH YOUR ERP

– and plugs the gaps in your ERP's capabilities.

ENABLES SECURE DELIVERY AND RETRIEVAL OF DOCUMENTS

– with roles and permissions to ensure only the right people have access.

PROMPTS USER ACTION WHEN REQUIRED

– with handy email notifications and alerts.

FACILITATES FLEXIBLE AND REMOTE WORKING

– by connecting distributed workforces for easy, secure collaboration.

Many Document Self-Service customers use the tool alongside MHC Document Express and Image Express, streamlining the end-to-end process from document creation or capture to distribution and access. No more context-switching for every step of the journey: with MHC's connected products, your teams gain visibility and control of their documents in one place, all with secure single sign-on.

SECTION 2:
ON-DEMAND CONTENT, DELIVERED

MHC Document Self-Service empowers users across organizations, with big opportunities for savings in human resources, payroll, accounts payable and more.

You can give users the ability to access the right content at the right time, whether they're on site, working remotely, or on the move. And you can use the creative potential of Document Self-Service to personalize the platform for any team or audience.

Content for employees past, present and on leave:

- Payroll documents
- Disclosure statements
- Total rewards statements
- Benefit statements
- Annual compensation forms
- Wage change notices
- Employment contracts
- Personalized communications
- Retirement statements

Content for vendors and suppliers:

- 1099s
- AP payments/remittances
- Purchase orders
- And more

SECTION 3: FIVE BENEFITS OF SELF-SERVICE

With MHC Document Self-Service implemented and your business users encouraged to engage, the benefits quickly trickle through every core process.

1 GUARANTEE COMPLIANCE

Satisfy IRS and other relevant rules with disclosure, agreement and authorization-compliant processes.

2 REDUCE COSTS WITH ONLINE DELIVERY

Eliminate the various costs associated with printing and distributing paper documents (and help the planet a little along the way, too).

3 INCREASE ENGAGEMENT

Give users self-sufficiency and the flexibility to save, print and access documents their way, throughout the employee lifecycle.
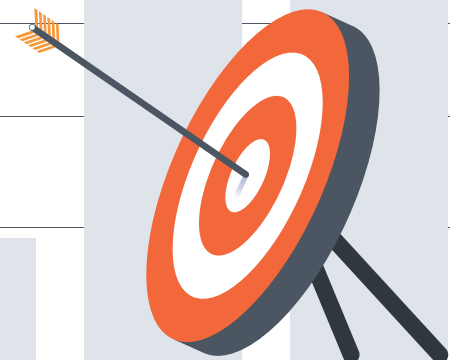
4 IMPROVE PRODUCTIVITY

The integrated, automated delivery of documents reduces the burden on your people, freeing them up to do higher-value work.

5 EASE AND IMPROVE AUDITING

The Document Self-Service administrative view tracks all user activity for simple, accurate reporting.

99%

SECTION 4: COMMUNICATE BETTER, FUNCTION BY FUNCTION

Master your content management needs across the board. Document Self-Service can save you time and resources in core business functions including:

HUMAN RESOURCES

Make hiring, onboarding, managing and engaging your people easier (and more cost-effective) with electronic delivery and retrieval of employee documents.

PAYROLL

As well as the cost savings, and eco-credentials of online pay stub delivery (versus physical printing and mailing), you get the benefit of compliance confidence too.

ACCOUNTS PAYABLE

Your AP team wants all of the convenience and experience improvements we've mentioned already – but they need better visibility over all their document processes too. That's exactly what electronic document delivery gives them.

TAX

With document delivery via the web, employees can opt in to view and retrieve new and prior forms – massively reducing the demand for reprints. Then there's the delivery cost saving associated with tax documents. If it costs something like $2 to print and mail a single W-2, electronic delivery comes in at a fraction of the cost.

Meet user demand and reap instant rewards

Nobody wants to waste time (or money) pushing paper. MHC Document Self-Service enables electronic delivery and acknowledgment of your important documentation across core business functions. And it does it in a way that exceeds your users' expectations.

Teams are freed up to become more productive, critical processes improve, employees are more engaged and suppliers have full confidence in your operation.

Choose MHC Document Self-Service and the people you need to communicate with will never be out of the loop again. You'll never dread January tax chaos either.

Ask for a conversation or demo today.

MHC connects people and enterprise systems with the information they need. Our enterprise automation software solutions help organizations simplify, digitize and automate content and processes across core business functions, including accounts payable, supply chain, human resources, payroll and customer engagement. Our solutions focus on optimizing the speed, efficiency and efficacy of information as it flows between organizations, systems and users.
Visit www.mhcautomation.com to learn more about how MHC helps organizations defeat manual processes and achieve their strategic goals.