

**MCAP**

MCAP MULTIPLIES EFFICIENCIES AND COST SAVINGS WITH AUTOMATED SPEND MANAGEMENT FROM APPTRICITY

One of Canada's top independent mortgage financing companies, MCAP services residential mortgages, commercial mortgages and construction loans. The organization has more than \$50 billion in assets under administration with nine offices and more than 700 employees. Covering every aspect of lending for real estate, MCAP addresses the needs of more than 185,000 borrowers and over 35 institutional investors with innovative, stable financial products.

MCAP emphasizes values such as integrity, transparency, accountability, professionalism and teamwork. As the company continues to grow, it requires an underlying framework to support its values — as well as effective, high-quality service delivery — on an ongoing basis. This framework includes industry-leading technology.

THE NEED TO IMPROVE SPEND MANAGEMENT EFFICIENCIES

Organizational growth at MCAP spurred an analysis of its employee expense reporting, accounts payable (AP) and purchase order (PO) processes. The company soon identified a need for efficiency improvements in the area of spend management, particularly with respect to controlling overall costs and optimizing business processes.

MCAP sought a scalable, adaptable technology solution that would grow with the organization while setting the stage for the extended cost savings that result from automation. One of MCAP's critical requirements was to keep its data in Canada. This became a challenge due to the widespread availability of Software as a Service (SaaS) implementations where data centers can be located in other countries.

Company decision-makers had a vision for streamlined employee expense reporting and efficient invoice processing that would reduce the need for manual effort. They also sought to transform their existing systems with the latest, most advanced technology to leverage mobile support with image processing for expense receipts and invoices.

In addition, MCAP aimed for cash management improvements, part of which involved better reporting for expenditures along with analytics capabilities. Automated reporting and analytics would support business process optimization and supply key metrics the company could leverage strategically. The new system also had to be easy to use, both for AP and for employees throughout the rest of the company.

SOLUTION: AUTOMATED EXPENSE REPORTING, INVOICING AND PURCHASING

MCAP evaluated 25 vendors during its request for proposal (RFP) process. Apptricity's automated solutions for travel and expense management (TEM), AP and POs — all part of the vendor's spend management solution suite — stood out for a number of compelling reasons.

First, the system would enable MCAP to keep its data in Canada instead of outside the country. The fact that Apptricity offered perpetual licenses in addition to SaaS subscriptions was a key differentiator. Second, Apptricity's solution came with the mobile capabilities MCAP had been seeking for employee expense reporting and invoice management. This included invoice approval by managers via mobile device. In addition, Apptricity's service-oriented architecture (SOA) framework provided for close integration with MCAP's existing systems. All the solution components were scalable, configurable and readily adaptable for meeting MCAP's unique needs. The Apptricity interface was efficient and user-friendly, contributing even more to the value.

MCAP was able to fully address its business objectives by choosing **Apptricity** Travel and Expense, **Apptricity** Invoice and **Apptricity** Purchasing:

- *Travel and Expense* saves time and frees employees to be increasingly productive through fast, convenient and comprehensive reporting for all types of business expenses. Complete with mobile capabilities for travelers and AP, the system automates trip planning, travel authorization, manager approvals and employee expense reimbursement while eliminating paperwork. The reporting feature enables the use of analytics to evaluate organizational spending. The system also provides dramatic per-transaction cost savings compared to manual processing.
- *Invoice* accelerates and automates invoice management for AP. The system streamlines payment processes by receiving and storing electronic invoices, converting any paper invoices to digital images, routing invoices for review and approval, supplying reporting and analytics, and more. Duplicate invoice detection and the three-way matching of a PO to its related invoice and receiving documents help ensure accuracy and accountability. Mobile capabilities provide convenience and time savings.
- *Purchasing* works in conjunction with *Invoice* to provide end-to-end PO process control from order to fulfillment, thus establishing convenient, time-saving procedures for MCAP and its suppliers. The system automates all purchasing functions, including supplier catalog searches, product selection, management's review of purchase requests and the submittal of POs to suppliers.

The three Apptricity systems integrate innately with each other. They also come with pre-built integration connectors for numerous major technology vendor systems. Apptricity's solution provides for full integration with MCAP's existing enterprise resource planning (ERP) and other third-party systems.



About Apptricity

Apptricity Corporation provides mission-critical supply chain management and spend management solutions to small, midsize and global enterprises and government organizations worldwide. Apptricity software and solutions mobilize any enterprise with unprecedented levels of real-time information and business intelligence so management has visibility into every action and transaction within the enterprise and among its partners, customers and suppliers. Powered by Apptricity JetStream platform, our solutions enhance legacy enterprise applications and extend the value of information technology investments. Our platform enables us to address the universal objectives of business, government and the military with accelerated business processes and command visibility.

For more information, visit <http://www.apptricity.com>.

REAL-TIME VISIBILITY INTO SPEND MANAGEMENT

MCAP is pleased with the arrangement and looks forward to the cost-control and efficiency benefits that come from real-time visibility into spend management through automation. Additional long-term benefits will include streamlined and systematic workflows, dramatic time savings, increased accuracy due to a sharp reduction in human error, and more. For example, integrated three-way matching within *Invoice* saves time and manual effort by verifying that POs, invoices and receiving documents coincide.

MCAP also anticipates an increase in workforce efficiencies as the solution empowers employees to complete critical tasks in less time, even while on the go. The company's decision-makers recognize the value of making automated solutions available via desktop or mobile access. AP and management will be able to conveniently approve both employee expenses and invoices using virtually any mobile device from any location. If a mobile device is offline, data and information are synchronized as soon as a connection is established.

TRANSFORMATIONAL IMPACT

The new spend management system will play critical roles in MCAP's business processes:

- **Apptricity** Travel and Expense: Automating employee expense processing from capturing expense information to making expense payments while supplying spending analytics dashboards
- **Apptricity** Invoice: Improving the invoice payment process from receipt to disbursement of funds, enabling managers to approve invoices via mobile devices and providing reporting for analytics
- **Apptricity** Purchasing: Automating PO processing from creation of a PO through to procurement and receipt of the invoice

STRONG VENDOR RELATIONSHIP

MCAP is pleased to have found a capable, reputable vendor that will address the company's needs and help MCAP accomplish its organizational objectives of growth, cost control and process optimization. The spend management solution from Apptricity will give MCAP's business units increased visibility while helping the company make better decisions and contain costs. This effort is directly supported by *Travel and Expense*, which includes dashboards and reporting tools that enable management to monitor and analyze organizational spending.

The new solution will also serve as a powerful driver for maintaining MCAP's fiscal health and improving the company's operational efficiency. The integration of *Travel and Expense*, *Invoice* and *Purchasing* will be pivotal in establishing the state-of-the-art platform MCAP requires for ongoing growth.