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ManTech International Corporation

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> Cheryl Cohen
> Executive Director
> Information Systems
> ManTech International Corporation

ManTech International Corporation® (Nasdaq: MANT) is a leading provider of innovative technologies and solutions for mission-critical national security programs for the Intelligence Community; the Departments of Defense, State, Homeland Security, and Justice; the Space Community; and other U.S. federal government customers. ManTech's expertise includes systems engineering, systems integration, technology and software development, enterprise security architecture, information assurance, intelligence operations support, network and critical infrastructure protection, information technology, communications integration and engineering support.

ManTech International supports the advanced telecommunications systems that were used in Operation Iraqi Freedom and other parts of the world. It also provides the physical and cyber security to protect U.S. embassies across the globe and has developed a secure, collaborative communications system for the U.S. Department of Homeland Security, building and maintaining secure databases that track the whereabouts of suspected terrorists. With approximately 6,000 highly qualified employees, the company operates in the United States and over 40 countries worldwide. Red Herring magazine has honored ManTech as a Small Cap 100 Company, and Business 2.0 magazine has named ManTech one of its 100 Fastest Growing Technology Companies

Administrators at ManTech decided that paper processes were inhibiting productivity and delaying the approval of expense reports. ManTech sought a document management, imaging and workflow solution that would help overcome these obstacles. After a thorough market analysis, the company selected Perceptive Content for use with time and expense functions in the accounts payable (AP) department.

"We searched for a document management system that would work in conjunction with our PeopleSoft Expense module to automate expense report approval," says Cheryl Cohen, executive director of information systems, ManTech International Corporation. "Of the products we evaluated, Perceptive Content was the most user-friendly, and the price point was reasonable."

Using patented LearnMode™ technology, Perceptive Content seamlessly integrated with ManTech's PeopleSoft Expense module. Integration establishes a connection between information stored in Perceptive and corresponding host system records, enabling users to instantly retrieve supporting documents from their PeopleSoft screens.

Departments Using Perceptive Content

Accounts Payable

"We were pleasantly surprised by how quickly it integrated with our PeopleSoft Expense system," Cohen says. "Integration was easy to set up and didn't require any programming."

Host system integration was part of a timely implementation that Perceptive Software completed ahead of schedule.

"Implementation took just one week — only a third of the time we had planned," Cohen says. "Perceptive Software's delivery was efficient and cost-effective."

Hands-on implementation and training prepared ManTech administrators to manage Perceptive Content in-house, reducing total cost of ownership.

ManTech found that its AP associates and approving managers quickly embraced online document access and other advantages they now enjoy.

"Our employees like the simplicity of Perceptive," Cohen says. "While working in PeopleSoft, they just click a button and the information they need to complete expense report processing is displayed."

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Expediting Expense Report Approval

Prior to implementation, ManTech employees sent expense reports to approving managers via interoffice mail. Waiting for document delivery and then forwarding these documents to AP delayed the approval process, and there was always the possibility of expense reports being delivered to the wrong party or becoming lost. Automating approval processes with Perceptive Workflow has delivered time savings and ensures all documents are routed to the correct individuals.

If an expense report has been idle in an employee's queue for a certain time period, the person is reminded that they have documents to process.

"Perceptive has expedited expense report approval because documents are routed electronically and people receive automatic e-mail notifications that encourage them to keep the process moving," Cohen says.

Associates in every department and industry need to be quickly reimbursed for company expenses, and employees at ManTech are no different. When the company relied on paper processes, rapid compensation was not always possible, due to the protracted movement of documents between employees, approving managers and AP staff.

Perceptive helps ensure that employees are reimbursed in a timely manner, by giving everyone who needs to see expense reports rapid document access and enabling them to distribute documents via workflow with a single click.

"Perceptive has improved the employee experience by enabling us to reimburse them faster than when we used paper," Cohen says.

Documents on Demand

ManTech has to present receipts and expense reports for certain projects to its customers. Before implementation, employees in other departments called AP processors to request documents. A time-consuming manual search ensued that diverted staff members in both departments away from other responsibilities.

Now, employees in other departments access the documents they need in WebNow™, the full featured, browser-based complement to Perceptive Content.

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Perceptive Content Server features, such as full-text searching, enable ManTech AP and billing staff to quickly target specific information contained in Perceptive documents.

"Content Server gives us the ability to retrieve documents using ad hoc search criteria," Cohen says. "It improves the accessibility of information."

A Positive Vendor Relationship

When ManTech was evaluating document management vendors, positive references from several Perceptive customers influenced the company's decision. Cohen is satisfied that customer service from Perceptive Software lived up to its billing.

"During the selection process, we were told by other customers that Perceptive Software employees are responsive and professional," Cohen says. "These claims proved to be true. Working with Perceptive Software is always a pleasant experience."

The success of Perceptive Content at ManTech has led to plans to use it for other AP functions, such as invoice processing, and will likely not end there.

"Perceptive does everything we expected," Cohen says. "We were delighted to discover that it works exactly as advertised."

ManTech International Corporation

Quick Stats

- Focus: Providing advanced technology solutions and technical services to federal government customers
- Integration: PeopleSoft Expense module
- Products in use: Perceptive Content, Content Server, Fax Agent, Mail Agent, WebNow

The Challenges

▸ Sending documents by interoffice mail delays expense report approval

▸ Retrieving documents from file cabinets wastes employees' time

▸ Find a document management system that can be administered in-house

▸ Host system integration

The Results

▸ Automating workflow speeds reimbursement, improving employee satisfaction

▸ Instant information retrieval using ad hoc queries

▸ Independent administration of a low- maintenance system

▸ Seamless, non-programmatic integration with PeopleSoft Expense module

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