



Xcellerate/IT

City of Parramatta Council Automates Invoice Processing with Xcellerate IT

Success Story for Local Government Organisation

City of Parramatta Council has digitally transformed their Accounts Payable function into a highly efficient, automated process by partnering with Xcellerate IT to deploy Kofax TotalAgility. Processing over 40,000 paper and electronic supplier invoices per year, the solution has enabled them to automate manual processes, increase speed, save costs, gain visibility and improve the quality of their customer service.

Challenge

As part of a growing organisation, the Accounts Payable (AP) Department was experiencing challenges with their current workloads. This was affecting customer service levels set by the Council and staff were struggling to maintain organisational standards. Each month City of Parramatta Council receives and processes an average of 3500 invoices that arrive by mail and email in multiple formats. These invoices were then sent for authorisation via internal mail envelopes. This was causing the issue of invoices getting lost and not being able to make the payments on time. Hence, the Council needed a solution to automate and streamline its Accounts Payable processing, which was highly paper centric, manually intensive, costly and prone to errors.

"We used to have 4 full time employees in AP plus a senior manager involved in processing of invoices. Furthermore, every time a staff member was on leave we had to seek resources elsewhere" says Veronica Correa, Team Leader Accounts.



"Overtime became necessary to keep up with the paperwork and staff found it difficult to quickly locate invoices, reducing their ability to respond promptly to customer enquires".



City of Parramatta Council

Founded in 1790, Parramatta is one of the earliest areas of settlement in Australia and serves as the major geographical, commercial and cultural capital of Western Sydney. With a population of greater than 245,000 residents, City of Parramatta Council plays a major role in revitalising the local area, providing more than 40 services to improve the quality of life for its residents and to make Parramatta a great place to live, work, play and invest.

Products in Use:

Kofax TotalAgility

Focus:

Accounts Payable Automation

Year Solution Deployed:

2018

City of Parramatta Council uses TechnologyOne Financials as ERP system and wanted to streamline its operations with a system that could leverage its IT investments.

"We considered other vendors - confirms Veronica - but selected Xcellerate IT based on their integration experience with our ERP system and extensive expertise in deploying similar solutions with other Councils. Xcellerate IT's team met our IT and AP personnel to specify and design a solution tailor made for our requirements."

Solution

Previously, the City of Parramatta Council selected Xcellerate IT to implement and deploy an automated invoice processing solution based on Kofax Capture in 2011.

"The system was implemented on time and within budget" says Veronica.

To further drive the AP transformation, the Council has extended the partnership with Xcellerate IT by upgrading to **Kofax TotalAgility** in 2018. Kofax TotalAgility is a robust enterprise capture solution that provides a flexible platform to standardise and manage their current ongoing requirements for document processing.

The City of Parramatta Council has transformed invoice processing into an end-to-end seamless function giving their AP team full visibility of the process. The platform allows automatic extraction of key information from their invoices, ready for upload into their ERP system all via a standard web browser.

Data accuracy is improved through the use of table look-ups and automatic validation of fields including PO, Supplier # etc.

Benefit

Today, the City of Parramatta council processes invoices in a more rapid and efficient way, helping its AP team stay on top of the rising business volumes and ensure suppliers are paid on time.

Veronica says, *"This solutions has allowed the City of Parramatta Council to save costs with an ROI of approximately 2 years. There are non-financial savings in terms of increased speed of invoice processing and efficient use of internal resources that are allocated to more valuable projects"*.

The solution has improved quality of services, internally and externally, as invoice images can be viewed electronically from within TechonologyOne Financials throughout the Council, therefore eliminating the time consuming need to search through paper files. AP staff can locate invoices quickly and handle questions over the phone immediately that previously took previous time and resources.

"We have become a paperless department where invoices are received via emails. We now spend less time on data entry, searching through paper files and answering internal and external queries. Invoices now come straight to one central point and can be checked by all the relevant personnel to ensure it is consistent with the PO. Invoices are now paid faster and suppliers are therefore happier" remarks Veronica.

Xcellerate IT

With over 21 years of knowledge and experience in Business Process Automation, Xcellerate IT is a leading Australian provider of powerful digital transformation software solutions. We provide innovative solutions to transform and automate information intensive business workflow and robotic processes, across both back and front office operations.

We are proud to have completed projects for over 100 Australian customers. Xcellerate IT's solutions have powered corporations across various industries including manufacturing, finance, local and state government, education, healthcare and a wide range of companies.



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