



Frankston City Council leads the way in business process automation in Victoria

Frankston City Council in Victoria streamlines processes in Accounts Payable by adopting a “scan-to-process” approach with the Xcellerate IT Document Capture solution.



The Client

Frankston City Council is strategically placed as the activity centre for the Mornington Peninsula and the nearby south east growth corridor of Melbourne, 40 kilometers south east of Melbourne. Currently, it provides a wide range of community services.

These include the provision of new and maintaining existing infrastructure, provision of aged care, community health & safety services for a population catchment far greater than its municipal boundaries.

The Challenges

Frankston City was dealing with the dilemma of how to maintain high standards of customer service without increasing the costs of such service.

To keep pace with the growing volume of supplier invoices and correspondence documents, the Council has deployed Xcellerate IT business automation solution to automatically capture and process incoming documents.

The accounts payable department receives 25,000 supplier invoices per year, in both paper and electronic formats, that needed to be entered and filed manually by AP personnel in the Council ERP application, Technology One Financials.

In addition, Frankston City Council receives up to hundreds of thousands of documents every year which need to be filed and archived manually. Missing files and information spread across the Records Department was an increasingly difficult challenge, affecting quick and easy access to data.

Another major obstacle for the Council was finding a capture solution that would offer an integrated solution with TechnologyOne Financials with a proven track record with existing TechnologyOne customers.

The Council also required a solution to streamline its accounts payable department but needed to do so with a system that did not rely on template-based technology, as the Council processes thousands of invoices annually in multiple document formats.

“Most document capture products we considered had a lack of the understanding of the TechnologyOne products,” said Stephen Irwin, Systems Accountant, Frankston City Council. *“Xcellerate IT had an excellent understanding of our ERP system and delivered a customised solution that seamlessly integrated with TechnologyOne without replicating any existing features.”*

Industry

- Local Government Organisation

Organisation

- Frankston City Council

State

- Victoria

Solution

- Kofax Capture
- Kofax Transformation Module
- Kofax VRS
- Xcellerate IT Email Xtractor

Date Solution Deployed

- 2009





The Solution

Frankston City Council has strengthened a partnership with Xcellerate IT to implement a solution to automate the Council's business processes.

By closely liaising with Frankston City Council personnel to understand their unique requirements, Xcellerate IT developed a custom solution that allowed the Council to digitise supplier invoices and make them centrally available electronically throughout the Council.

Frankston City Council's invoice processing and records management solution is based on the key elements of the Kofax Capture platform, including:

- Kofax Capture, which automates data capture from scanned paper or imported documents.
- Kofax VirtualReScan (VRS), used to enhance the quality of digital images produced.
- Kofax Transformation Modules (KTM), which automates the processes of document classification and data extraction.
- Xcellerate IT Email Xtractor, which enables the processing of electronic invoices received by email.

The Benefit - "Easy to use product and big time saver"

Since partnering with Xcellerate IT, Frankston City Council has registered a significant increase in invoice processing efficiency. The Council estimates that overall time saving was approx 30 % per document with 33 percent less staff.

Document visibility and accessibility from all relevant officers has reduced follow up calls and queries from internal staff as well as reducing external queries, thanks to more efficient payment turnarounds.

"We had a significant process improvement on our previous manual system, with far greater data accuracy" said Stephen Irwin *"The document capture solution is a very easy to use product, very convenient to access*

"This solution has allowed significant process improvement on previous manual system, with far greater data accuracy"

Steve Irwin, Frankston City Council

documents and overall a big time saver."

With the Records Management solution, case officers no longer need to retrieve paper files to complete their work. Documents are now all stored electronically enabling multiple employees to work on the same case at the same time, helping to increase productivity and provide better customer service.

Xcellerate IT

With 15 years of experience in streamlining business processes, Xcellerate IT is a leading provider of business process automation solutions.

Xcellerate IT's enterprise capture and work management solutions seamlessly integrates with major business applications, empowering organisations to increase productivity and organisational effectiveness by decreasing manual processes.

Xcellerate IT's solutions are widely used across multiple industries in manufacturing, finance, local and state government, healthcare and a wide range of companies that require the capture of critical information from paper, electronic documents and forms.

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