



Sunshine Coast Council achieves brilliant advances with AP Automation

The Sunshine Coast Regional Council has improved business operations with the Xcellerate IT document capture solution by automating the process of over 150,000 supplier invoices per year. “The Xcellerate IT solution represents one of the best ‘Value for Money’ technology advancements undertaken in recent times by Council”, Mark Taylor, Financial Accounting Manager.

The Client

The Sunshine Coast Regional Council is currently the 4th largest Local Government in Australia, located 100kms north of Brisbane with a population in excess of 320,000. Since their inception in 2008, the Council has focused on the delivery of quality services and outcomes for its customers and the community as a whole.

With an annual budget of \$650 million, the Sunshine Coast Council has delivered significant change for the region. Through the implementation of key projects and significant local investments, socially, economically and environmentally, the Council has provided a solid foundation for both the present and the future residents of the Sunshine Coast.

The Challenges

The accounts payable (AP) department for the Sunshine Coast Council receives 13,000 supplier invoices per month that manually need to be entered and filed by AP personnel in the Council’s ERP application, TechnologyOne Financials.

The Council was dealing with the time-consuming and inefficient process of scanning invoices using a multifunctional device. This device was unable to scan all documents due to the stringent and uncustomisable input functions: Any document or invoice that was too small or not of a standard A4 size was unable to be digitally recorded. This along with the poor document image quality was also a key issue for concern.

Another major obstacle for the Council was

due to the fact that not all invoices were being scanned. This made for painstaking searches through original paper invoices and documents until the necessary copy was found. In addition, those documents and invoices that were scanned were only visible from the AP ledger which caused a lot of inefficiency with the flow of information throughout the Council.

“The Council required a solution to streamline its accounts payable department and create a more efficient way to collect and record invoices and documents that would create easier and more effective business practices” confirms, Mark Taylor, Financial Accounting Manager.

Sunshine Coast Council

Industry

- Local Government

Organisation

- Sunshine Coast Council

State

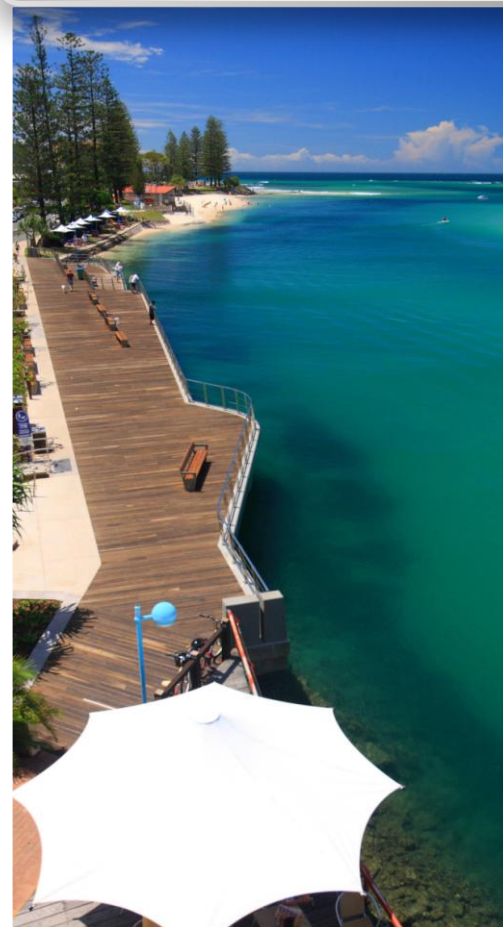
- Queensland

Solution

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

Date solution deployed

- May 2012



The Solution

The Sunshine Coast Council selected Xcellerate IT to implement and deploy an automated invoice processing solution based on the Kofax Capture platform. A key component of the solution included the Kofax Transformation Module (KTM), which enables the Council to automatically extract key information from supplier invoices to be readily uploaded to TechnologyOne Financials. Accordingly, this enabled the automatic matching and posting of invoices through the use of table look-ups and the automatic validation of fields (such as ABN, PO #, Supplier #).

The solution provided the Council faster and more efficient functionality with TechnologyOne Financials. The Xcellerate IT solution is able to use advanced recognition rules to properly identify all the necessary information from each invoice and integrate with TechnologyOne Financials to automatically initiate a workflow process. This allows invoices to be work flowed to the relevant officers and approved for payment sooner without allowing them to become outstanding.

"This was not possible prior to the implementation of the Xcellerate IT solution" adds Mark Taylor "We have been able to build processes that were once a manual task into an automated process thereby saving up to 40hrs per week of staff-time reviewing and processing invoices. System initiated checks have replaced some manual checks therefore making these checks more reliable and efficient".

The solution furthermore includes the Xcellerate IT Email Xtractor module for the capture and processing of electronic invoices received by email.

The Benefit - "A solution that provides faster, more efficient invoice processing at a reduced cost"

The accounts payable department has gained easier and faster access to information during external audits as invoice details with the associated invoice image can be viewed in a fast and efficient manner.

Document visibility and accessibility from all relevant officers has reduced follow up calls and queries from internal staff to the AP staff. This solution has also reduced external queries thanks to more efficient payment turn-arounds and fast invoice look-ups.

"Staff time savings and increased job satisfaction are significant" said Mr. Taylor. Efficiencies have increased due to the reduction in time spent sorting mail, scanning documents and printing. Now the Council's liaison officers are able to prioritise their work easily in workflow.

The Xcellerate IT solution provided an information technology solution that enabled the Council to increase productivity and processes which has allowed them to meet their business requirements on schedule and reduce the amount of time spent reviewing and processing invoices.

"We are very happy with the service delivered, the professionalism, the accounts payable and TechnologyOne knowledge of the consultants and all project plans" remarked Mr. Taylor.

"The Xcellerate IT solution has provided us with the opportunity to refine our processes and take advantage of complimentary TechnologyOne Financials functionality to produce an overall solution that provides faster, more efficient invoice processing at a reduced cost."

Mark Taylor,
Financial Accounting Manager

Xcellerate IT

With 16 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.

For further information visit our website
www.xcellerateit.com



Xcellerate IT Pty Ltd
Level 2, 201 Miller Street
North Sydney NSW 2060

T + 61 2 9929 6600
F + 61 2 9929 6966