Wesley Mission Brisbane teams up with Xcellerate IT to automate Accounts Payable

The community and aged care services provider in Queensland embraces best practice in Accounts Payable (AP).

The new KPI for the AP team is 2 days from receipt to approval. Up to 40,000 supplier invoices per year are now automatically captured and processed by Xcellerate IT's solution for Accounts Payable Automation.

The Client

With over 100 years of experience supporting Queenslanders and with nearly 3,000 staff and volunteers, Wesley Mission Brisbane is one of the leading providers of care services in Australia.

As part of the Uniting Church in Queensland, Wesley Mission Brisbane's services extend across the Queensland region through a network of aged care, children, youth, family, community, corporate, business and church services.

The Challenges

Wesley Mission Brisbane currently processes up to 40,000 supplier invoices per year. Within the old processes, the information was manually entered by Accounts Payable (AP) personnel into the financial system, Technology One; information was then checked, using calculations and manual verification, and then manually approved.

"We had a semi centralised Accounts Payable process with invoices were being sent to our sites across Queensland directly and the payment operation centralised at our corporate office. This posed issues with invoices being lost and not getting paid ", confirms Selina Beauchamp, Finance Operations Manager.

Wesley Mission Brisbane used to have a lot of duplicate payments and precious time spent to get through the volume of processing, coding and paying the invoices.

"We had little time to concentrate on any real value adding to the process – continues Selina – *and managers had no immediate access to their documentation and the approval process was slow."*

The previous accounting process was proving to be expensive as the AP team had to mail all the remittances and organise the storage of paper invoices.

The Solution

Leveraging on their new investment in TechnologyOne Financials, Wesley Mission Brisbane had selected Xcellerate IT to implement a solution to streamline processes and gain operational efficiencies.

"Xcellerate IT was selected for its extensive experience in implementing capture solutions in AP departments and willingness to understand our requirements and design a solution which will not duplicate tasks but streamline processes. The proven track record for integration with TechnologyOne Financials and the solid reference sites confirmed our decision to partner with Xcellerate IT" says Selena.

Using the Kofax Capture platform, Wesley Mission Brisbane will automatically capture paper and electronic invoices on the day they arrive, extract critical information and then transfer it immediately into the Technology One Financials.

The Scan module converts paper documents into electronic images, while the Recognition module automatically extracts key data from those images and places it into predefined index fields in TechnologyOne Financials. Accounts payable team members are able to view the images and data, correcting any errors prior to uploading to TechnologyOne Financials.

The solution utilises the Kofax Capture platform, which can be extended across the organisation to other departments and users such as HR, contracts, incoming correspondence and any other document types that require either the extraction of data or the storage of an electronic image

The Benefit –
"This is something we never thought possible"

"Implementing this solution in conjunction with the Technology One solution across Wesley Mission Brisbane has created an enormous amount of efficiencies. It has saved us around $20,000 annually in archiving costs alone, apart from the productivity and efficiency savings", confirms Selina.

The Accounts payable team pushes all electronic invoices from a central email address straight to Kofax for validation. They are then imported into TechnologyOne so that they can be routed out to managers for approval.

"The AP team work towards a KPI of 2 days from receipt to approval. Accountants and Managers have immediate access to information and creditor reconciliations for our vendors are completed every month. This is something we never thought possible".

"We have been live for only 6 months but the efficiency and transparency we have gained from the solution has proved to be very cost effective from day one. I encourage other organisations that have highly-intense manual processes in AP to get on board. You will not look back!" says Selina.

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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