THE CUSTOMER

Major Australian business expands role of Hyland's content services solution to AP department, saving time and improving efficiency

A household name in Australia for the sales and distribution of commercial and retail domestic products has moved five departments to Hyland's OnBase content services platform.

The company employs more than 8,000 across the country, with a significant number of retail outlets in all states. With a diverse portfolio of products spanning several markets, the organisation had relied upon an older content services solution for many years. That solution handled the high volume of invoicing and associated paperwork required by the accounts payable (AP) team.

Solutions for better management of documentation were required by the HR team, payroll and the company's pricing department. Hyland's OnBase platform was deployed successfully in the organisation's HR and payroll departments some years ago and had become a trusted tool for the organisation. OnBase had led to better delivery, workflow management and general visibility of documents and files.

Moving forward several years, the company began looking specifically at the AP department and established a need for better, more process-driven business practices. These process inefficiencies were coupled with the relatively high cost of running the department. Current systems weren't sufficiently scalable to support the organisation's success and relied too much on the experience and knowledge of staff, rather than codified business rules. The lack of process transparency led to potential business continuity concerns, as well as making transactions unnecessarily complex for customers, suppliers and other departments.

Hyland responded to a request from the company to explore an expansion of services, and demonstrated how the OnBase platform would help create better visibility, support current and future processes, and help establish collaborative workflows.

The new solution would need to help process more than 1 million invoices per year, as well as a plethora of documentation required for procurement and logistics processes.

Hyland engineers also demonstrated the Hyland Brainware for Invoices solution, which can intelligently capture and extract invoice data including vendor, PO, pricing and line items, and then validate that data against financial management systems.

Hyland's OnBase platform was selected as the best solution for the AP department in a competitive pitch. This was due to the success of the proof-of-concept, longstanding positive results for OnBase content services solutions across other departments at the organisation, and the high levels of service and availability demonstrated in the past. The organisation also purchased licences for Brainware, which would work in conjunction with OnBase and the existing ERP.

THE HYLAND SOLUTION

Hyland's OnBase solution has now been deployed to the accounts payable department at the organisation. Invoices are sent and received via email, and OnBase integrates directly to the company's ERP. The integration includes a series of processes that are strategically placed to match an individual invoice number with data from the ERP system. The company can then approve a payment through OnBase, and payment is automatically scheduled for that specific number.

OUTCOME

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The solution has been configured to suit their specific business needs and has been integrated with the organisation's in-house ERP platform.

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The automation takes away much of the heavy lifting from the AP department and has had a positive effect on staff members. Those individuals now spend less time looking for and processing invoices, and subsequently have more time to spend on ensuring accuracy, communicating with other departments and third parties, and general improvement of the department's business processes. Overall, the solution has improved efficiency, saves significant amounts of employee time each day and has reduced errors. Suppliers are paid promptly and efficiently, which has had a positive flow-on effect to the company's supply chain.

Looking to the future, the organisation is currently expanding the solution to its New Zealand operations and is rolling out the solution's mobile app. This will enable staff to perform their roles effectively from remote locations, as well as provide better insights into the system outside of standard work hours — should the need arise.

SOLUTIONS

- Hyland OnBase content services platform
- Hyland Brainware for Invoices intelligent capture solution
- Hyland Professional Services

Learn more at **Hyland.com/Industries**

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