

opentext™

Success story

Adelaide Brighton Ltd

Industry

- Manufacturing

Solutions

- OpenText™ Vendor Invoice Management for SAP® Solutions
- OpenText™ Document Access for SAP® Solutions

Results



Increased productivity and efficiency through digitized process



Total visibility of invoice status at all times



Secure, auditable, and recoverable invoice document storage



Fewer FTE requirements due to automated and streamlined invoice processing



Growing invoice volumes managed without additional resources



Adelaide Brighton Cement Ltd

Australian manufacturer automates and accelerates invoice processing

Adelaide Brighton creates a more efficient and scalable AP operation with OpenText Suite for SAP®

"We've seen significant reductions in cost and resource requirements, and improvements in efficiency, scalability, and visibility."

Mark Tosolini
Group IT Manager
Adelaide Brighton Ltd





Australian manufacturer automates and accelerates invoice processing

Adelaide Brighton Ltd is a leading Australian manufacturer and supplier of products for the building, construction, infrastructure, and mineral processing markets throughout Australia. The company's principal activities include producing and distributing cement, industrial lime, concrete, aggregates, and concrete products. With over 1,500 employees, Adelaide Brighton operates major production facilities, and boasts extensive distribution networks throughout Australia.

Background

To remain a market leader, Adelaide Brighton is committed to achieving operational excellence. Its need to optimize operations and reduce costs has driven the IT group at Adelaide Brighton toward digitizing their business processes. Recently, the group reviewed its purchase-to-pay processes, including accounts payable, to identify opportunities to reduce costs and improve operational performance. Using OpenText™ Vendor Invoice Management for SAP® Solutions and OpenText™ Document Access for SAP® Solutions, Adelaide Brighton automated its invoice management processes—increasing efficiency and decreasing cost.

Challenge

Paper-based, manual invoice processing

Adelaide Brighton's Cement and Lime Division accounts payable (AP) department is based in Adelaide and staffed by experienced, long-time employees who were using manual, paper-based processes to manage the company's invoices. It was estimated that each member of the five-person processing team was handling roughly 10,000 invoices per year.

Mark Tosolini, Group IT Manager at Adelaide Brighton, explains, *"We had a very paper-based process. All 50,000 invoices had to be converted to hard copy if they weren't already. Though we were encouraging vendors to move to email, we still had to turn the invoices back into hard copy and scan them all. The scanned image was pushed to SAP, but from that point on, it was handled manually. We were using email and spreadsheets. The status of invoices, what problems we had with them, had we paid them, what was overdue—all those sorts of things were managed in a very manual fashion."*

Adelaide Brighton relied heavily on the expertise of the AP staff to manage the manual processes, but this was not sustainable as volumes grew. The team embarked on a purchase-to-pay automation project to find and implement a solution that would fundamentally improve the company's invoice management processes and expand seamlessly into the other business divisions.

Solution

Automated invoice processing and robust SAP integration

Over several months, Adelaide Brighton assessed four vendors, including OpenText. Adelaide Brighton had rolled out a SAP platform in 2009, and Tosolini explains that *"the integration into SAP and compatibility had to be an important element in the roadmap of whichever solution we chose."*

The strategic alliance OpenText shares with SAP played a large part in the company's final choice. *"Our decision was more about future directions. We thought that it was the best long-term decision for Adelaide Brighton to choose OpenText Vendor Invoice Management (VIM) for SAP Solutions,"* states Tosolini. The VIM solution optimizes and automates the process of receiving, managing, routing, and monitoring invoices and related documentation, and features deep integration with SAP.

"Our decision was more about future directions. We thought that it was the best long-term decision for Adelaide Brighton to choose OpenText Vendor Invoice Management (VIM) for SAP Solutions."

Mark Tosolini
Group IT Manager
Adelaide Brighton Ltd

Another critical requirement for Adelaide Brighton was archiving technology for the AP process. The team selected Document Access for SAP Solutions, which permits storage, management, and retrieval of SAP documents across SAP modules. The company used an established solution for OCR data extraction, which integrates seamlessly with the OpenText solution.

Implementation

Rapid deployment

With the help of partner Stonebridge Systems, Adelaide Brighton had the new solution up and running within a few months. ***"The implementation process was very clean,"*** reports Tosolini. ***"It was a significant turn-around and it was done very simply by going back to the basics of how the process was meant to work."***

Coincidentally, prior to going live with the solution, two of the most experienced members of the AP team, who were also the business subject matter experts on the project team, moved on to other roles in the company. Tosolini credits the OpenText solution and the improvement focus from the incoming AP Manager for helping the business overcome that hurdle: ***"It's a testament to the nature of the OpenText solution. We got through that challenge extremely quickly and quite successfully by working very collaboratively with the AP team and utilizing the solution effectively for what it was."***

Benefits

Digital invoice processing

With the VIM solution in place, Adelaide Brighton has seen a number of key improvements. ***"We've seen significant reductions in cost and resource requirements, and improvements in efficiency, scalability,***

and visibility. The end result is an excellent outcome. The integration with our OCR solution also works seamlessly and is one of the most robust components of the solution. Dropping the document image into the Document Access for SAP Solutions archiving component also works seamlessly," states Tosolini.

Efficiency, simplicity and optimized processes

By automating invoice routing, approval, and payment processes, the company was able to streamline workflows and improve payment cycles. As a result, the AP group has eliminated bottlenecks and reduced issues such as overdue invoices, which sometimes numbered in the hundreds. ***"Today we typically have less than 30 overdue invoices at any time and this figure can drop much lower at times. These days, there is typically an issue with the invoice itself if it is overdue, whereas in the past it was often because of time-consuming manual processing,"*** explains Tosolini.

Reduced staffing requirements

With invoice processing now automated and streamlined, the company has seen a drop in its FTE requirements. In addition, AP staff can be more productive by focusing on more value added activities. With the majority of the invoice processing using a three-way match approach of vendor invoice, purchase order, and order receipt, the invoice is either resolved and closed or it is routed to a business user because an exception has been identified. ***"We've gone through that principle with the AP staff, and that made it a lot more effective for them and got invoices processed much quicker,"*** says Tosolini. In recent times, growing confidence in both the solution and the business users has meant VIM invoice exceptions flow directly to business users under certain scenarios.



"It's a testament to the nature of the OpenText solution. We got through that challenge extremely quickly and quite successfully by working very collaboratively with the AP team and utilizing the solution effectively for what it was."

Mark Tosolini
Group IT Manager
Adelaide Brighton Ltd

Scalable foundation

The VIM solution provides a foundation for scalable growth. Adelaide Brighton is experiencing increased invoice volumes due to acquisitions in its Concrete and Aggregates division, but it continues to provide high levels of service without additional resources. ***"It's gone very well for us. The solution at the moment has to run with two separate AP teams, the original one in Adelaide and now one based in Sydney where the Concrete and Aggregates crew are. We've been able to tweak the VIM solution quite easily to accommodate the two separate locations,"*** notes Tosolini.

Strategic analytics reporting

Adelaide Brighton has been able to extract business value using some of the solution's built-in reports. Tosolini explains, ***"The VIM Analytics report does give some very good visibility over some of our key metrics, including overdue invoice counts and invoices in process with both AP and the business users. Historically, we used this reporting to broadcast system status to a wider group of stakeholders. In recent times, it has been distributed on an as-needed basis."***

Enhanced visibility

Complete, real-time visibility into the status of invoices is another benefit to the company. ***"AP's ability to see where all invoices are at each stage of the process is a major plus. If a vendor asks where something is, it is very straightforward to answer their question,"*** says Tosolini.

Audit trails have also enhanced user accountability. Tosolini indicates that users were put on notice: ***"The message to our business users was that you can't hide from VIM because we can very easily see exactly who last touched the invoice, and what they did or didn't do."*** Responding to auditor requests is also a painless process. ***"Auditors can just use a vendor analytics report in many cases. It is very simple for them to retrieve information. There are few dramas when it comes to providing invoice processing history and documentation,"*** states Tosolini.

Lower costs via integrated archiving

The digitization of Adelaide Brighton's paper-based processes also eliminated the need and cost to store massive volumes of hard copies of every invoice and many supporting documents. ***"There were roughly 250,000 sheets of paper stored in cardboard boxes and then moved to our storage facilities. Utilizing Document Access for SAP Solutions enables document images to be stored in the system and easily accessible to users. We don't have to keep hardcopies any longer or store them in costly storage centers,"*** explains Tosolini.

Future

Building on its success and its commitment to operational excellence, Adelaide Brighton intends to expand use of the solution. In the near future, the team plans to bring its Concrete Products division onto the VIM solution, and in the longer term, they are reviewing options to extend use of the archiving solution to other documents as well.



About OpenText

OpenText, The Information Company™, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

Customer stories [↗](#)
opentext.com/contact

[Twitter](#) | [LinkedIn](#) | [Facebook](#)