# SAP INVOICE MANAGEMENT
HEALTH CHECK

INTRODUCTION

SAP Invoice Management by OpenText (VIM) can provide any organisation with significant benefits in the automated processing of vendor invoices. It automates invoice capture, tries to post the invoice, and triages those invoices with issues, forwarding those exceptions to the business for action.

On go-live, the VIM solution shines a light on the invoices with exceptions and would have previously required accounts payable to manually follow up with phone calls and emails, obfuscating the workload and its progress.

Post-implementation is where the work begins to understand the cause of the exceptions and remediate to deliver the business value by increasing the percentage of invoices subject to straight-through processing (STP), i.e. without being touched at all. This graph shows the typical mix of business benefits from an VIM implementation.

AIM TO REDUCE EXCEPTIONS AND INCREASE STP
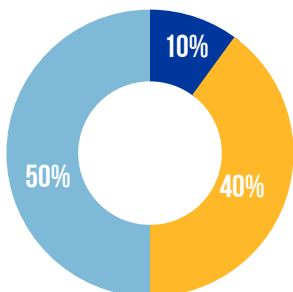
- 10% Electronic ingestion and OCR - capture
- 40% Straight through processing (STP)
- 50% Faster exception handling and consequential benefits.

Consequently, many organisations conduct health checks or process audits to understand how these ongoing improvements can be achieved.
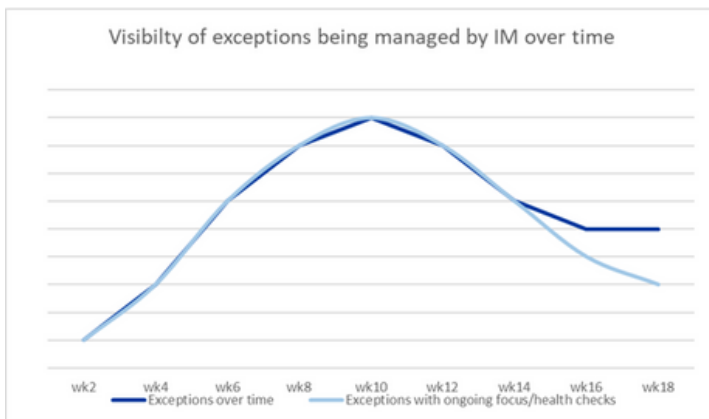
An invoice management health check from Chrome Consulting is based on predefined P2P aspects to investigate, stakeholder interviews, and system diagnostics.

DO YOU NEED A HEALTH CHECK?

To understand whether your invoice automation process is efficient, you should ask yourself:

- Is OCR slowing and losing accuracy?
- Is the OCR recognition rate good enough?
- Are straight-through processed invoices increasing month on month?
- Are exceptions increasing?
- Have the top 5 vendors have seen a large reduction of exceptions?
- Is processing cycle time increasing?
- Are you getting more escalations?
- Is the number of supplier calls increasing?

The graph below shows how exceptions accumulate over time (after go-live) with the increase in invoices being processed and made visible by VIM. When the causes of the exceptions are remediated, the volume of exceptions decreases. Any improvements come into effect when subsequent invoices are processed.

Visibilty of exceptions being managed by IM over time

wk2 wk4 wk6 wk8 wk10 wk12 wk14 wk16 wk18
— Exceptions over time — Exceptions with ongoing focus/health checks

The cause and efficiency of exception handling depend on many factors. Some examples include:

- Do the business users understand what they are meant to do and why? This includes timely goods/service receipt processing.
- Good training guides
- Coverage of enough business users during training
- Training in accounts payable to troubleshoot around the exception. The ability to get to the cause and how that and how that experience grows over time.

OUR APPROACH

We engage with different stakeholders in the business to conduct business and technical investigations on any bottlenecks, rework and delays to the automated invoice process. We assess if upgrading VIM and related components is a practical option to consider as part of the company's investment strategy.

- Prioritise and categorise recommendations with functional owners
- Focus on increased transparency for Accounts Payable and Purchasing professionals
- Focus on reducing the 'touch points' of the IM workflow tasks and, therefore, the overhead of time required by users across the business to resolve exceptions for the document to post successfully.
- Review software compatibility, new product functionality and the support maintenance window
- Recommendations on Change Management and training

Our VIM Health check will typically take 7 days; 3 days working with the customer with access to the system and key stakeholders and time for documentation and then a customer feedback session.

A health check can be performed on any VIM installation regardless of industry or time since going live. A health check should be undertaken as part of a continuous improvement initiative or because of a symptom, such as low OCR recognition, late payments, or excessive rework.

The outcome is an Executive presentation and a report with a roadmap of improvements prioritised by risk, complexity, business value and effort to implement.

ABOUT CHROME

Chrome Consulting Pty Ltd is an Australian SAP and OpenText consulting organisation.

Chrome was founded with the intention of providing customers with the best and most experienced Invoice automation consultants available on the market, thereby ensuring that customers receive a predictable, repeatable outcome with a world-class design and reduced risk.

All of the Chrome Consulting consultants are highly experienced individuals within their respective fields and industries and carry consulting skills across various industries, including government, telecommunications, mining, manufacturing, petrochemical, utilities and health services.

We have specific local experience of over 80 projects and upgrades in this market and have the most experience in solving common invoice issues.

As skills are of key importance, all of our staff carry relevant certifications, including SAP and OpenText. Our project management team also carry Prince2 or PMP qualifications.

Our consultants have helped and advised for some of the largest organisations in Australia and New Zealand. That includes global as well as local implementations.

HEALTH CHECK OFFER

Experience the value of our OpenText VIM Health Check at the fixed price of **$16,000 AUD.**

This comprehensive assessment goes beyond routine check-ups, providing actionable recommendations to optimize your procure to pay process.

CONTACT US

If you would like to hear more about our offerings, please contact us:

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