

SAP INVOICE MANAGEMENT HEALTH CHECK

INTRODUCTION

SAP Invoice Management by OpenText (IM) can provide any organisation with significant benefits in the automated processing of vendor invoices if there is a focus on reducing exceptions after going live. IM streamlines invoice capture, processing, matching, and approval highlighting where business process inefficiencies exist –but not remediating them.

The benefits from IM increase over time if effort is applied; they are not 100% at go-live.

IM implementations do not fix master data, configuration or process problems, e.g. missing POs. IM highlights where the problems exist so effort can be directed to remediating the root cause of the problem.

In conjunction with this, changes to the underlying business processes (e.g. introducing mandatory POs or GRs) may impact the efficiency of the P2P process.

Electronic invoicing via PEPPOL or other networks is becoming more prevalent and mandatory for some overseas countries. This removes the need for OCR but does not address any process inefficiencies.



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?



“The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency. The second is that automation applied to an inefficient operation will magnify the inefficiency.”

- Bill Gates

To understand whether your invoice automation process is efficient, look at the following areas:

- Is OCR getting slower and less accurate?
- Are OCR recognition rates good enough?
- How many invoices are processed without human touch?
- Is rework increasing?
- Do you rely less on your reports as they lack the necessary information?
- Is overall processing time increasing?
- Are you getting more escalations to pay quickly?
- Is the number of supplier calls increasing?
- Is the number of internal enquiries increasing?
- Are you receiving more duplicate invoices as suppliers become desperate for payment?



PROCESS AND IMPROVEMENT

We engage with different stakeholders in the business to investigate the business and technical aspects of bottlenecks, rework, and delays in the automated invoice process. We assess if an upgrade of IM and related components is a practical option to consider as part of the company's investment strategy.

Our targeted approach:

- 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 of software compatibility, new product functionality and software support/maintenance window
- Recommendations on Change Management and training

Our IM Health check will typically take 3 days; 2 days working with the customer with access to the system and key stakeholders. 1 day for documentation and then a customer playback session.

A health check can be performed on any IM installation, regardless of industry or time, since it has gone live. A health check could be undertaken as part of a continuous improvement initiative or because there is a trigger event or symptom, such as low OCR recognition, late payments, or excessive rework.

The deliverable from the health check is an Executive Management presentation and a report with a roadmap of improvements prioritised on risk, complexity, and value to the organisation with an estimate of effort to implement.

This is a roadmap to delivering more benefits from your automated P2P process.

Please get in touch with us to discuss our competitive IM Health Check offer.

ABOUT CHROME

Chrome Consulting Pty Ltd is an Australian-owned consulting organisation that implements SAP and OpenText solutions.

Chrome was founded with the intention of providing customers with the best and most experienced invoice automation consultants available on the market, thereby ensuring customers receive a predictable, repeatable outcome with a world-class design distilled over 50+ projects. This experience also helps to manage expectations and change in the cross-disciplinary areas of procurement, finance, logistics, basis and ABAP.

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

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

Our consultants have helped advise some of the largest organisations in Australia and have been involved in the largest invoice automation implementations conducted to date in Australia.



CONTACT US

If you would like to discuss this health check or hear more about our offerings, please contact us:-

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