

AUTOMATING ACCOUNTS PAYABLE PROCESSES

Calor Gas Ltd. Doubles AP Processing Capabilities And Reduces Staff With DocuSphere Invoice Automation

The Situation. Calor Gas Ltd. is the UK's leading supplier of liquefied petroleum gas. Close to 4 million homes and businesses across the UK rely on Calor Gas for a variety of applications. The company's headquarters and centralized corporate services center, responsible for all accounting and information system activities, are in Warwick, and support over 60 sales, service and office sites.

The company had a very complex Purchase-to-Pay 3-way matching process and experienced serious operational bottlenecks as the number of vendor invoices increased. The Calor Gas process improvement objective was to eliminate these bottlenecks and improve customer service without adding personnel.

The accounts payable (AP) staff processes approximately 120,000 vendor invoices per year. These were sent to the headquarters AP department from 65 Calor Gas sites. However, AP was frequently unable to voucher invoices due to problems of incomplete or inaccurate order and receipts data. Often inputs from multiple departments and locations were required before an invoice could be properly vouchered. The process was manually intensive and could take weeks.

The Solution. Calor selected Image Integration Systems to design, install and implement their DocuSphere® automated workflow and imaging solution to improve Purchase-to-Pay processing.

A critical solution component is DocuSphere JD Edwards Integration, certified by JD Edwards (Oracle) for interaction with Calor's JD Edwards ERP system. The business process "engine" is DocuSphere Workflow, a standards-based, thin client, web-enabled system that automates enterprise-wide business processes across all application systems with flexible, graphical management tools that easily create, maintain and secure workflow schema. Among other functions, DocuSphere Workflow provides remote authorization and the AutoVoucher module automates voucher creation for PO and non-PO invoices.



Workflow

Document Management

ERP Integration



Case study

Other components are DocuSphere Content Manager, a complete thin client, web-enabled document imaging and archiving system for viewing, managing and distributing electronic documents across internal networks and the web, and DocuSphere Electronic Report Management to automatically capture and index ERP-generated documents such as POs.

AnyDoc's advanced OCR products for "intelligent" document capture and data extraction were integrated with the solution to further automate front-end scanning and reduce manual data entry.

Results. The AP department has doubled its capacity to process invoices and reduced staff size. The DocuSphere solution has made invoice processing faster, cheaper and better for Calor Gas – increased efficiency, reduced transactional costs, complete process visibility and data integrity, and improved customer service.

Invoices arrive at the Calor Gas central AP department, are scanned, captured with AnyDoc, then enter the DocuSphere Workflow and are immediately routed to the responsible parties. Automatic, daily reminder emails prompt attention to outstanding activities in the workflow. Vouchers are automatically created and submitted to JD Edwards. Through DocuSphere Content Manager, these and other documents are immediately accessible at all sites to the 1,500 Calor Gas employees in Sales, Operations, IT, HR and Finance.

The DocuSphere solution has provided Calor Gas with impressive gains in productivity and customer service.

About Image Integration Systems. Established in 1993, Image Integration Systems (IIS) provides comprehensive solutions for business process improvement. We offer a complete line of DocuSphere software and hardware products, along with the consulting, installation and support expertise necessary to maximize return on investment. Our professionals are skilled in ERP applications such as accounts payable, sales order processing, billing and shipping. A member of the Oracle and SAP partner programs with validated and certified integrations, we've assisted midsize to large multinational customers in a wide variety of industries, in locations across North America and around the world.



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