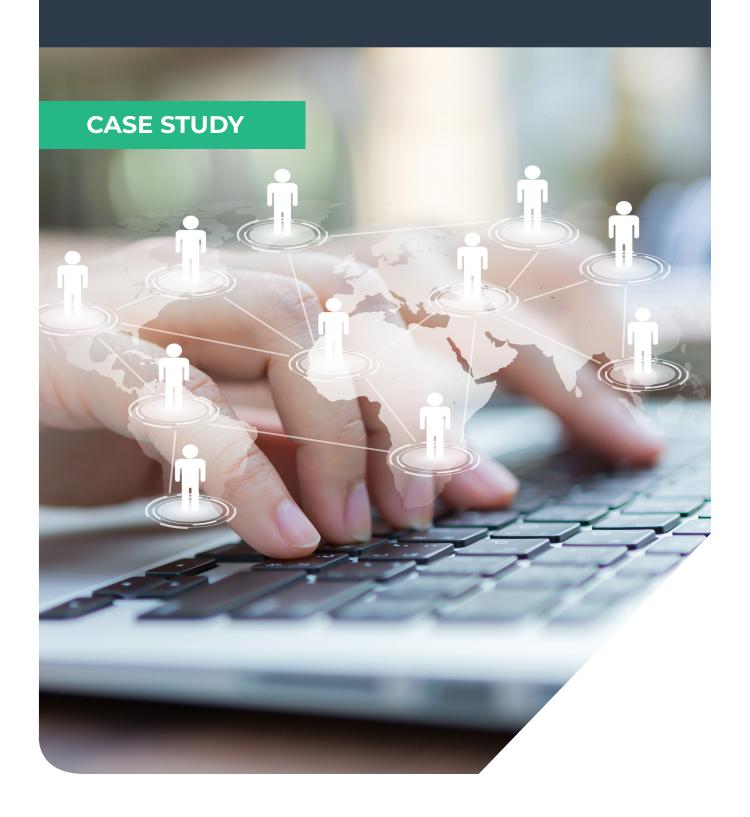# circulus

IMMEDIATE ROI WITH AP AUTOMATION

CASE STUDY

"

We had a very complex business model, and the Circulus team provided the intricacy needed and did so on a timely basis. Circulus is a great quality product at a competitive price. They were a pleasure to do business with, and I have already recommended their product to others in my field.

- Head of Transformation & Continuous Improvement

"

OVERVIEW

An international organization, globally recognized for its best-in-class water and maintenance solutions, was looking for ways to manage Accounts Payables in multiple locations, involving various currencies and languages. The challenges associated with manual processing of invoices and disparity in communication among numerous FTEs spread across locations were inhibiting the department's progress. AP automation by Circulus resolved these challenges while providing additional analytics reporting benefits to the client as well.

KEY ELEMENTS

✓ Development of a centralized, web-based portal for handling all AP-related workflows with automated routing for approvals.

✓ Integration with current Oracle R-12 on premise instance to dynamically provide timely and critical data.

✓ Implementation of business rules to allow for "Touchless" PO invoice processing.

✓ Communication trails to track and log communication between the various participants across the globe to further speed up the processing.

✓ Better utilization of resources by freeing them from redundant tasks and creation of automated approval processes.

✓ Remote access enablement for greater control across the spectrum and a more streamlined communication channel.

✓ Improved visibility into the operations with reports and dashboards for monitoring all AP tasks and activities.

✓ Elimination of manual entry of invoice data, resulting in over 99% accuracy through automatic invoice capture.

SCENARIO

A US-based, international marketer of maintenance products, which is also one of the largest companies in the world to sell such products through direct marketing channels, was relying largely on manual paper Accounts Payable processing for its Europe division. Back in 2014, their US-based offices had successfully implemented Circulus AP automation and reaped the benefits of the paperless AP processing with lowered labor costs, better utilization of office space, and more. Eventually, the additional visibility and controls provided by Circulus caught the eyes of executives at a global level, and Circulus was on its way to transform the Accounts Payable department for the client's European operations.

The existing paper-based processes necessitated numerous FTEs that were spread across several locations. With a presence in 25 countries, managing multiple currencies and off-site operations was a major challenge for the Accounting department. About 85%-90% of their invoices were PO-based, with a high percentage of PO mismatches. The existing control and audit trails for the manual, non-PO approval process were complex and ambiguous. A mechanism to monitor the entire Accounts payable process was required in order to ensure efficient management and identify the root-causes when invoice data did not match vendor invoices.

PROJECT GOALS

Minimize Non-Value Added Activities

Reduce FTE Requirements

Boost Transparency, Visibility, and Corporate Controls

THE SOLUTION

" Working with IT was an absolute pleasure. All of the sales, project, and support teams are professional and a pleasure to deal with. The post-implementation support offered is also exceptionally useful. They will always find time for a call to continually improve the process and system post go-live. "

Circulus implemented AP automation for the client, introducing paperless Accounts Payable processing. Now, the vendors could submit invoices (in a wide range of formats) directly to the web-based solution, eradicating the need to wait for emails, print, post, file, sort, search or store papers. Circulus also included scanning software within the portal for easy submission of invoices that remained in paper. The centralized portal enabled the team to function with 15 currencies and supported multiple languages. Communication trails painted a clear picture of the discussions and actions taken concerning each invoice. The custom-configured reporting for "Exception Management", and "Aging" documents was introduced. The invoice lifecycle report was provided to offer a peek into the time taken by the invoice in each stage. The regular reporting, coupled with customized data-retrieval capabilities of the solution, empowered the management to detect deviations and release bottlenecks, thus strengthening the performance improvement initiatives of the department.

Circulus interfaced with Oracle's Financials, Procurement, and HR Module to ingest their Chart of Accounts, Vendor Master, POs, and Receivers as well as their users for secure role-based access, approval limits and privileges. The AP automation platform utilized Oracle's data feeds and incorporated business rules to provide Touchless PO invoice processing for all PO invoices that met their Oracle tolerance rules. Additionally, Circulus incorporated structured approval workflow business rules by dollar amounts and cost centers for non-PO related invoices. Budgets and timelines were met, and upon go-live the client received 100% supplier adoption of the Circulus solution. Our experienced implementation team facilitated easy adaption and continual support to the Accounting team.

RESULT

" Working with the Circulus team was an absolute pleasure! At the heart of the business is the real desire for their team to ensure that their customers' needs are met, and the customer is happy with the product. We exceeded the ROI – hard and soft benefits -- that we set out to achieve. "

With AP Automation, the client was now able to centralize their AP department to one location. The automated processes resulted in lower instances of error as well as reduced the FTE requirement. The FTEs required for AP processing were drastically reduced to less than half, releasing considerable bandwidth for more value-adding activities. Additionally, the client reported that when there was a temporary drop in the current staff due to the instances of personal time off, they did not have any unfavorable impact on the operations like before. Moreover, team members working off-site could access and monitor essential functions of payables through the web-based cloud solution. Real-time access of large subsets to data boosted the ability to delve into and analyse operations. Exception reporting enabled the client to uncover underlying problems and bottlenecks.

CIRCULUS

The Circulus AP automation solution was created to provide businesses with the tools they need to harness the power of an automated and online AP workflow. It is our goal to offer a solution that is affordable to any business, while not compromising on technology or features. With Circulus, we have developed a solution which allows users to streamline and reduce labor-intensive processes, enhance data quality, tighten AP controls, and provide for invoice management anywhere there is internet access.

FOLLOW US ON

KEY HIGHLIGHTS

52%
DECREASE IN FTE REQUIREMENT

55%
REDUCTION IN TOTAL EXCEPTIONS