# South West Healthcare implements Xcellerate IT's Invoice Capture Solution

South West Health Care implements Xcellerate IT's Invoice Capture Solution to gain efficiencies and improve customer service.

## The Client

**South West Health Care (SWH) was established in 1855 as one of the first healthcare providers in regional Victoria.**

**Today, South West Health Care provide 125 medical, nursing, psychiatric, allied health and community health programs to over 100,000 people in South West Victoria.**

**South West Health Care has undertaken a $100m+ redevelopment plan in order to provide a better and more comprehensive range of health care services.**

**This included enhancing services and relationships with all its major stakeholders.**

**Industry**
- Health Care

**Organisation**
- South West Health Care

**State**
- Victoria

**Solution**
- Kofax Capture
- Kofax VRS

**Date solution deployed**
- April 2011

## The Challenges

The volume of invoices had doubled with the implementation of the Oracle based finance system and centralised PO solution for the 4 warehouses which utilise the SWH Payables operations to process an average of 4,000 supplier invoices per month.

"Staff at outlying warehouses needed to access invoice information stored at the central location and time delays in handling and resolving queries were impacting on supplier delivery. We did not have a method in place to track invoices sent from suppliers" said Liz Bramich, Assistant Finance Director.

SWH was looking for a straightforward solution that could allow a scanned image of supplier invoices to be attached to the invoice entry/query form in Oracle and then be tracked and reviewed easily by all staff involved in the process.

"We had to overcome a few obstacles due to our own IT team's priorities", confirmed Liz. "Understandably, we had to ensure compatibility with the Oracle FMIS and Healthsmart corporate requirements. However, Xcellerate IT were very flexible and provided assistance to ensure the project implementation was achieved on time and below budget".

## The Solution

The solution implemented by Xcellerate IT has assisted South West Healthcare to increase efficiencies in accounts payable and improve services to internal and external customers and suppliers.

South West Healthcare were able to see the system in operation at the nearby Wannon Water offices, which in combination with many other reference sites, gave them confidence in Xcellerate IT's expertise and experience.

Xcellerate IT proved its ability to rapidly deploy the Invoice Capture

solution, with the project being approved in mid-December 2010, commencing in March 2011 and live in early April 2011.

With the scanning system SWH is able to enter invoices immediately into the Finance system and then holds occur automatically if goods are not received or price variances occur. Supply staff then review hold reports and can access the invoice details from the attachment(s) so invoices do not need to be distributed and can then be tracked and reviewed easily by all staff involved in the process.

## The Benefit – "Solution will pay for itself"

Limited storage space resulted in a time consuming process to access hardcopy of invoices so this has been immediately eliminated. Copies requested by staff can now be quickly emailed from the attachment already scanned in Oracle or high volume areas can be given direct access to Oracle inquiry to query invoices independently of our Accounts Payable staff.

"It is still early to identify dollar savings. However, certainly the business goals of achieving a simple solution to resolve invoice queries promptly was obvious from the first day, due to the ease of accessing detailed information from the source documents electronically" confirmed Liz.

The Kofax-based system deployed by Xcellerate IT provides an enterprise platform that in the future can be enhanced to enable automated capture of invoice header fields, with validation of transaction and supplier details into Oracle Financials.

"As staff have now been able to see firsthand the ease of attachment and retrieval of details of supplier purchases, it is intended to roll this solution out to at least 3 large agencies and 3 small agencies in the region" confirmed Liz.

## Xcellerate IT

With over 16 years of experience in the document delivery and capture marketplace, Xcellerate IT is a leading Australian provider of business process automation solutions.

Xcellerate IT's solution provides an essential link between enterprise applications "Systems of Records" and the way in which your customers and suppliers engage with your business "System of Engagement" resulting in an optimised customer experience and greatly reduced operational costs.

Xcellerate IT's solutions are widely used across multiple industries in manufacturing, finance, local and state government, healthcare and a wide range of companies that require the capture of critical information from paper, electronic documents and forms.

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