CASE STUDY

Twin Towns
CLUBS + RESORTS

About Twin Towns

Twin Towns Clubs and Resorts is the largest services club in Australia. Employing 450 staff, Twin Towns Clubs and Resorts provides entertainment, accommodation, dining, and conference, meeting, and event facilities across three sites to international and local members and visitors to the Gold Coast and Northern NSW region. Approximately 150,000 invoices pass through RapidAP each year.

Background

Twin Towns Clubs and Resorts had not leveraged from its investment in software systems and the IT infrastructure. With the number of 'touch points' an invoice needed to go through to be processed, what the company needed was a powerful and tailored technology solution to efficiently manage and automate the inflow and outflow of information and data.

Situation Prior To Automation

Twin Towns Clubs and Resorts implemented Micros™ to streamline inventory management processes and assist the company in electronic purchasing and stock management.
Whilst Micros™ was a great system for the Twin Towns group, it still required manual inputting of data for the AP team in Micros and in TechnologyOne.
This process was time-consuming, inefficient, and, in most instances, required staff to manually enter basic invoice information a minimum of twice.

Results After Automation

- In a long tenure of 14+ years of using RapidAP, Twin Towns Clubs and Resorts has managed to process an increasing volume of invoices with a small team of three AP members.
- Complete visibility of invoices across invoice value chain.
- Noted benefits of 81% processing time reduction and 80% reduction processing costs.

Business Needs

Purchase Orders were manually raised and approved. Stock was ordered manually and, once it arrived, the AP process required a second approval from management on the invoice to ensure the company had been invoiced correctly against what had been ordered. There was an incredible amount of time spent verifying that the invoices reflected what had been approved for purchase on the initial Purchase Order (PO).

The costs associated with managing invoice processing grew quickly, as well as the human labour required to catch and fix any errors along the way.

Paper-Based Process

There was also a lot of paper chasing between the Food and Beverage and Administration Departments to confirm these details. Once management in Food and Beverage and Purchasing had approved the invoice and its details, the information was entered manually into Micros™.

The invoice was then sent (via internal mail) to the AP team who manually entered the invoice information all over again into their accounting system, TechnologyOne Financials.

Solution

Twin Towns Clubs and Resorts selected Efficiency Leaders to streamline, automate and simplify what was fast becoming a very complicated AP and stock management system for staff and suppliers alike. As the industry leaders in creating efficient business processes, Efficiency Leaders was the perfect team to improve Twin Towns Clubs and Resorts' accounts and stock processes. After initial consultation and analysis of existing business processes, Efficiency Leaders implemented RapidAP.

RapidAP is a powerful and intelligent automated AP solution which captures, extracts, and transfers critical data from any document into back-end systems (TechnologyOne Financials, Micros™ Materials Control for example) through seamless integration. RapidAP's intelligent document capture software automatically reads any invoice (or document, for that matter), regardless of its format, layout, tabular data, fields, or length. In real terms, this means the Twin Towns Clubs and Resorts accounts process can now be carried out from start to finish more efficiently and effectively.

Purchase Orders are now raised electronically in Micros™ instead of manually. Before the order goes out, management still needs to approve orders over a certain dollar value, but this is now also done electronically. When the goods arrive to be delivered at Twin Towns Clubs and Resorts, the invoice is checked against the stock. The invoice is then scanned into an office scanner. RapidAP automatically extracts all the information from data contained on the invoice. This includes the PO number, invoice number, ABN, supplier's contact and address details, GST amounts, stock information, and any other information required from the document. RapidAP then automatically checks the invoice against the initial PO at a rate of 1,000 characters per second (on average up to 50 invoices per minute can potentially be checked). If 100% of the invoice data matches the PO, RapidAP automatically updates Micros™ using B2B functionality, and the accounts information is interfaced with TechnologyOne ERP.

One of the many benefits of RapidAP is that it can be implemented to compliment any existing IT and business systems. The intelligent scanning and distribution solution is also a self-learning software system, meaning it will 'learn-by-example' and adapt to documents that frequent the business, allowing configuration to be quickly optimised. Intelligent software that improves data quality and reduces data entry costs, complimenting existing software systems - exactly what the Twin Towns Clubs and Resorts team were after!
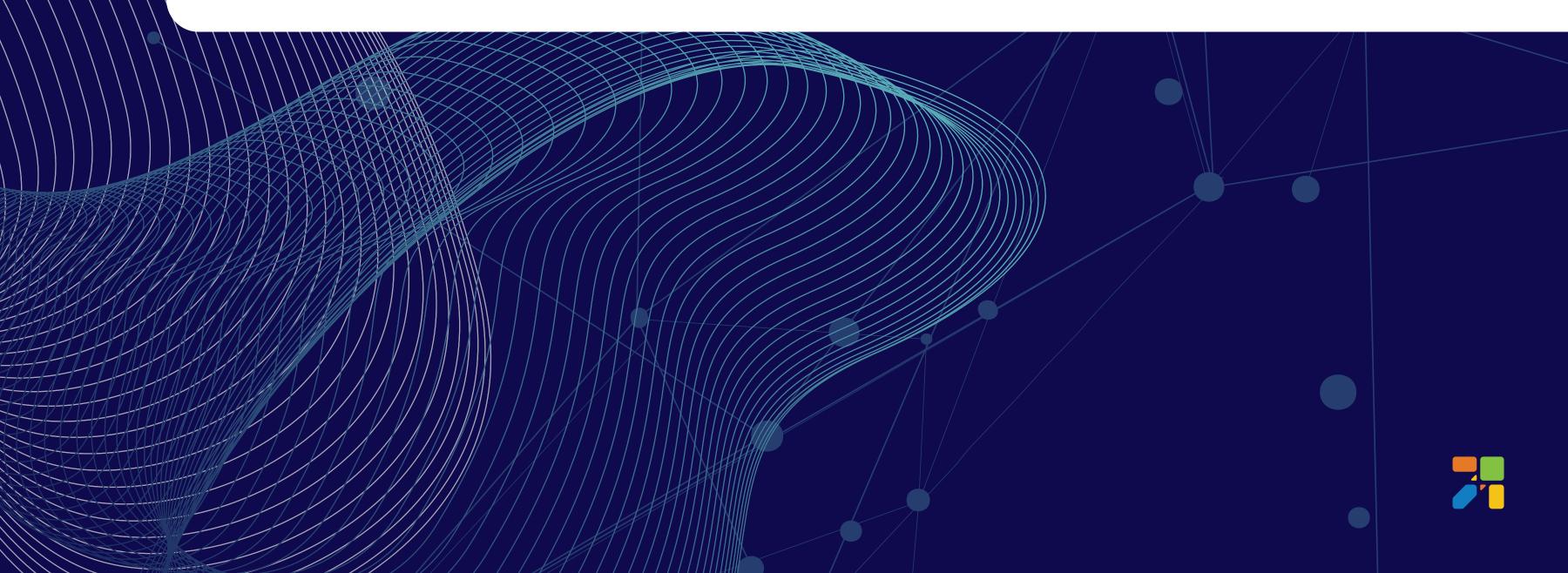
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"The RapidAP module within the RapidP2P suite has provided cost efficiencies and improvements in processes, resources, and internal controls. Overall, the flow of work is much more efficient and effective. RapidAP enables us to manage our purchasing and stock management systems more efficiently and has automated the processing of invoice information into our IT systems. RapidAP also performs validation checks (tax invoices, purchase orders, creditor details etc) to ensure the accuracy of information entered into our core systems.

Some managers were spending a minimum of 15 hours a week just checking what goods were ordered, what had been received, what was invoiced, and discrepancies between the three, and then manually entering the data

We had a total of four AP staff employed full time just following up, manually inputting, and checking invoices. In the last couple of days of every 'end-of-month', our accounts staff would be incredibly busy processing as a significant number of invoices for the company would land on their desk in that last week

Staff have truly embraced and taken ownership of the RapidAP system. They were involved in the initial planning and testing of the system, and Efficiency Leaders, as a result of their feedback, tailored the system to suit Twin Towns Clubs and Resorts' needs. Our entire business is now leveraging from the IT investment and the business processes are becoming more automated and efficient thanks to the assistance of Efficiency Leaders."

-Kim Collins – CFO, Twin Towns

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software solutions.