



# CASE STUDY

**nesuto**



**About Nesuto:** A leading hotel chain with properties across Australia and New Zealand faced significant challenges in managing their accounts payable (AP) processes. The manual AP system was time-consuming, prone to errors, and lacked visibility, which resulted in delayed payments and strained vendor relationships. Nesuto sought a solution to streamline their AP processes, enhance efficiency, and reduce operational costs.

**Website:** [www.nesuto.com](http://www.nesuto.com)

**ERP Used:** Infor Sun Systems

**Industry:** Hospitality and Resorts

**Revenue:** \$70 million + AUD

## Situation Prior To Automation

Nesuto's manual AP process involved several pain points:

- Manual data entry: High error rates and time consumption due to manual entry of invoice data.
- Delayed payments: Inefficiencies led to delayed payments, impacting vendor relationships.
- Lack of visibility: Inability to track invoice statuses and manage exceptions effectively.
- Compliance issues: Difficulty in ensuring compliance with financial regulations and reporting requirements.

## Background

Through a detailed engagement, Efficiency Leaders and Nesuto worked towards a robust solution for Accounts Payable Automation. Efficiency Leaders first undertook a paid scope and requirements session to identify how the solution will be configured and deployed, and what gaps in the process RapidAP would fit. This was then used as the basis for identifying any risks associated with the project, and ensuring RapidAP would meet Nesuto's needs.

## Results After Automation

With the implementation of RapidAP, part of the RapidP2P suite, Nesuto quickly transformed their manual processes. Previously, invoices were being lost, time was wasted, and inaccuracies were common. Now, their team can efficiently close out month-end within just two days



## Business Needs

Invoices were manually processed without traceability and visibility to Accounts Payable users and also to the business. There were a lot of manual follow-ups between team members to get one invoice paid to the vendor. Since all invoices were manually entered into Sun Systems, a large amount of human error would creep into the process. There was also a lack of delegation of authority which resulted in a lot of time finding a correct approver for the invoice.

## Solution

Efficiency Leaders' Project Management Office (PMO) conducted a thorough analysis to understand Nesuto's requirements and planned the deployment.

The key components of the solution included:

**1. Automated Data Capture:** RapidAP leverages powerful Optical Character Recognition (OCR) technology to capture, classify, and process invoice data from various formats, including paper and emailed PDFs. This automation eliminated the need for manual data entry, significantly reducing errors and processing time.

**2. Streamlined Invoice Processing:** Efficiency Leaders implemented an automated workflow for invoice processing using RapidAP. This process ensures that all invoice details are correctly entered and validated, reducing compliance risks and improving overall efficiency.

**3. Seamless ERP Integration:** RapidAP was integrated with Nesuto's existing ERP system, Infor Sun Systems. This integration facilitated seamless data exchange between systems, ensuring that all invoice data was accurate and up-to-date, and enabled efficient management of the approval and payment workflows.

**4. Enhanced Compliance and Risk Mitigation:** RapidAP performed stringent compliance checks, including ABN and GST validation, duplicate invoice detection, and these features ensured that Nesuto met all regulatory requirements and minimised the risk of fraudulent payments. Recently, Nesuto has upgraded its RapidAP deployment to the latest release and is reaping the benefits of the latest features.



*"All the invoices had to be entered manually in the system, which was very time-consuming. The big challenge was to maintain the paperwork and archive the boxes but once we started using RapidAP, it just took, like, a few hours in a day to get everything sorted out. Recently, we were able to generate our profit and loss reports within the second business day of the month, which is a great achievement and success for our business."*

**-Kinjal Punjani – Management Accountant – Daiwa Living, Nesuto Holdings Australia**

“

*“RapidAP made an impact almost immediately within the business. On Day 2 of our live testing in New Zealand, the Director of Operations called me to ask for us not to take the product away. Nesuto provides short-term accommodation in both Australia and New Zealand.*

*What we're trying to provide is a home-away-from-home for our guests. I was introduced to RapidAP in a former role and when I joined Nesuto it was clear that we needed a solution that would solve some of the efficiency issues in the business. Before we deployed RapidAP, our AP system was manual, would be the easiest way of describing it.*

*To anyone thinking about using the RapidAP system, get the scoping right. Spend the time, get the scoping right, get EL to understand the business, and the implementation becomes a lot easier. Overall, the take-up has been very positive throughout the group and the team is very enthusiastic about the new AP automation system.”*

**-Michael Thaler, CFO – Daiwa Living, Nesuto Holdings Australia**

“

*“One of my favourite features of the software solution is having the financial delegations built into the system so that no one can approve an invoice beyond their delegation, but it also workflows it up to a manager who has that authority so there's no invoices that are stuck in limbo waiting for approval.*

*During the testing stage I actually had team members come to me wanting to push the Go Live forward because they all, from the hotel team up, wanted it straight away. They could see the benefits of it, so the adoption was overnight.*

*Invoices would get lost, accuracy wasn't there, and we're wasting a lot of time and having to store a lot of PDF files. Some of the reasons we chose RapidAP for our business was it had the features we needed, and we could see that there were more features coming in the development. It was hosted as IT, I didn't have to have any service to manage.*

*It was easy to deploy because the bulk of the system is pre-configured. It's more user-friendly. Even our least technically advanced team members were able to pick it up straight away.”*

**-Matthew Abrahams, GM of Commercial Projects – Daiwa Living, Nesuto Holdings Australia**





 **EFFICIENCY**  
**Leaders**

The leading innovator of intelligent software solutions.