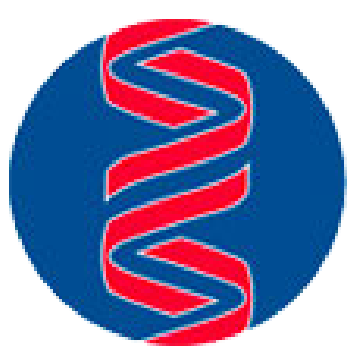




CASE STUDY



SONIC
HEALTHCARE



About Sonic Healthcare: Sonic Healthcare is an ASX Top 50 company that has grown to become one of the world's leading healthcare providers.

Website: www.sonichealthcare.com

ERP used: Microsoft Dynamics AX

Revenue: \$8.2 billion AUD

Industry: Healthcare

Situation prior to automation: Sonic Healthcare was manually handling its invoice process resulting in loss of invoices, lack of visibility, duplicates, and a high cost-per-invoice processed.

Background

Sonic Healthcare is one of the world's largest medical diagnostic companies, providing extensive laboratory medicine, pathology, radiology, and general practitioner services to referring doctors, patients, and the community. Sonic Healthcare employs 35,000 people in Australia, New Zealand, the UK, Ireland, Germany, Belgium, Switzerland, and the USA.

Sonic Healthcare operates decentralised finance functions within each of the 14 Australian Pathology, Radiology, Medical Centre, and Corporate entities. This includes a decentralised Accounts Payable team at each location. There are approximately 36 staff involved in the Accounts Payable function, equating to approximately 24 full time employees. Sonic Healthcare used Microsoft Dynamics AX12 (version R2) as their current ERP system.

At the time, all non-purchase order invoices across the group were entered manually except for invoices received from external suppliers in AX12 journal upload format. Non-EDI invoices associated with purchase orders were manually entered into Dynamics AX by the Accounts Payable staff after delivery, and receipting processes occurred at the warehouse departmental level.

Results After Automation

- Complete visibility of the invoice life cycle.
- Elimination of paper-based invoices.
- Complete control over workflows from data capture to payment.





“The solution is intuitive, and it’s simple to use. We just log in and browse our task list. The user interface is great, and everyone is fairly happy with it.”

-Theo Kalatzis, Financial Systems Manager, Sonic Healthcare

Business Needs

Employing more than 35,000 employees across the globe and with its headquarters in Sydney, Sonic Healthcare is a leading healthcare provider, specialising in pathology, radiology, and primary care medical centres. The company, with its numerous entities, has been processing invoices manually to a point that a digital and automated solution became vital.



Paper-Based Process & Multiple Bases

By handling the invoice process manually, the company was losing invoices and had difficulties paying on time. The structure wasn’t transparent enough to give Sonic Healthcare a clear vision of their invoice life cycle giving rise to errors, duplicates, and time-consuming tasks.

The process was highly dependent on staff checking and further re-checking before data entry, requiring a continuous tracking of invoice in dispute with vendors or internal staff.

Solution

The proposed solution aimed to minimise human intervention, eliminating repetitive tasks, providing support to the business process, and drastically improving inaccuracies and inefficiencies by providing a robust and centralised solution widely accessible across the organisation. The accounts payable automation solution automates incoming vendor invoices from inception through to its approval and entry into finance system(s).

The proposed solution streamlines current AP processes by offering best automation practices and delivering an end-to-end solution that eliminates double handling, duplication of tasks, manual data-entry into multiple systems, manual checking and tracking of invoices, and assists the organisation in controlling, managing, and restructuring the broken processes.



Complete Automation Of Manual Processes

The solution, RapidAP, automates incoming vendor invoices from inception through to approval and entry into finance system(s). RapidAP streamlines the current AP processes by offering best automation practices and delivering an end-to-end solution that eliminates double handling, duplication of tasks, manual data-entry into multiple systems, manual checking and tracking of invoices, and assists the organisation in controlling, managing, and restructuring the broken processes. This results in a more transparent structure where AP staff only need to log in and access the document library to check the different invoices to approve, send, or notify a user for further actions to be taken.



Touchless Workflow From Data Capture To ERP Integration

From data capture to vendor payment, the solution provides a holistic approach to processing invoices. RapidAP OCR's ABBYY reduces manual entry and keystrokes on average by 90%. The data capture uses strong machine-learning-capabilities for self-improvement and can adapt to all formats of invoices. The system enables invoice tracking and auto escalation, reducing the need for human intervention during the process. Finally, the invoice is approved, and payment can be completed to vendors with RapidAP integration to Sonic Healthcare's ERP.



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Prior to the automation, invoices were sitting on people's desks and not getting paid on time. We had a paper issue and a lack of visibility. There was definitely a need to streamline processes.

-Theo Kalatzis, Financial Systems Manager, Sonic Healthcare





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