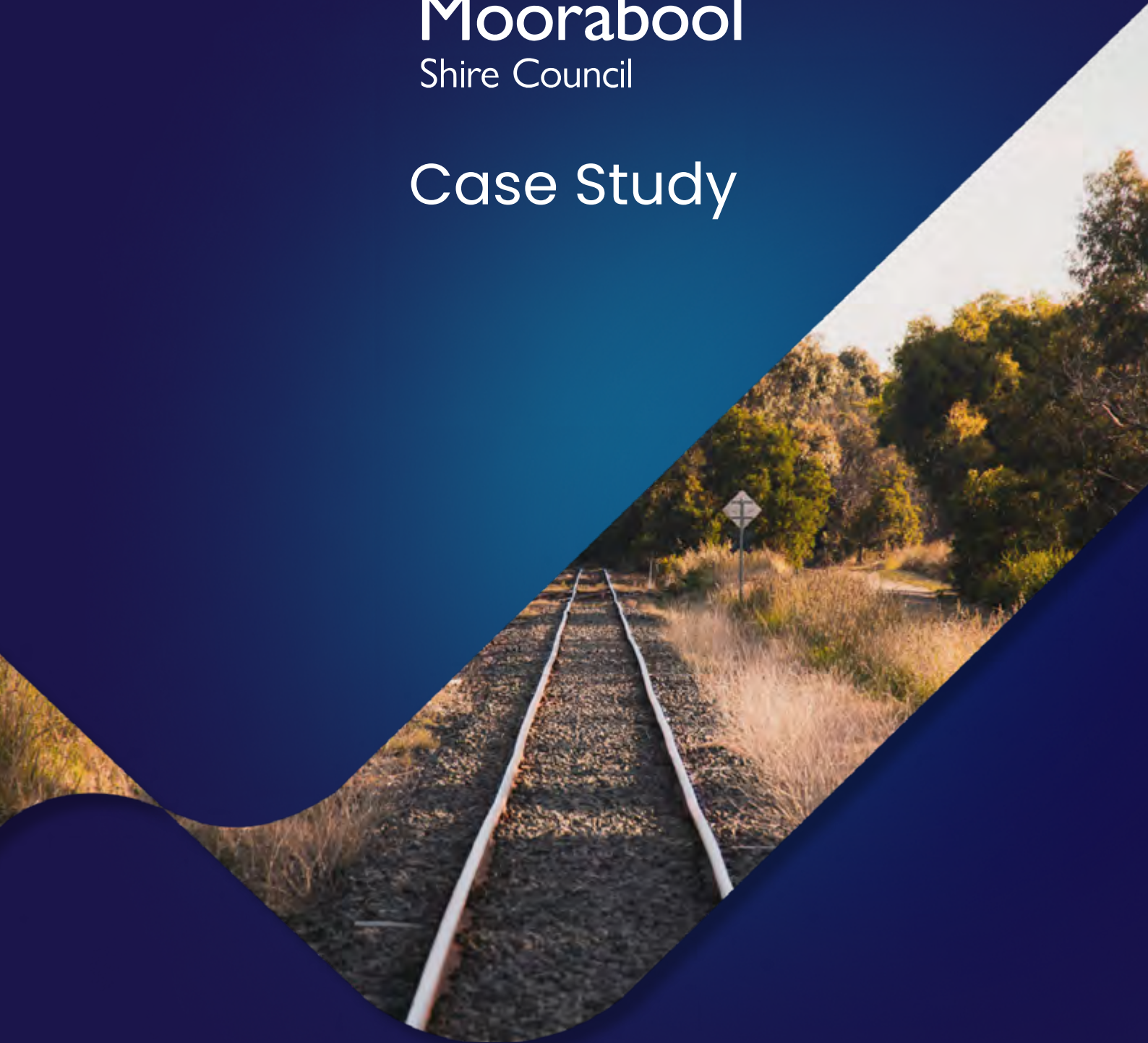




Moorabool
Shire Council

Case Study





Customer

Moorabool Shire Council

Website

moorabool.vic.gov.au

Scope of Work

Implementation of RapidAP to automate invoice processing and streamline accounts payable across multiple office locations. Integration with TechnologyOne ERP.

Industry

Local Government

Location

Victoria, Australia

Key Services:

- Local Government Operations
- Financial and Accounts Payable Management
- Vendor Engagement and Procurement
- Community Infrastructure Oversight



Overview

Moorabool Shire Council, located between Ballarat, Geelong and Melbourne, operates across a vast 2,000km² region with over 300 staff spread across multiple offices. With approximately 650 invoices processed each month, the council faced growing pressure to improve their outdated, paper-based accounts payable (AP) process.

Fast Facts

Moorabool Shire Council is a peri-urban council located between Ballarat, Geelong, and Melbourne, delivering essential services across a large and diverse region in Victoria

Notable Highlights:

- Covers a 2,000 km² area with over 300 staff
- Processes approximately 650 invoices each month
- Integrated TechnologyOne with RapidAP for touchless invoice processing
- Reallocated one full-time role through AP automation efficiency

Opportunity

Moorabool's accounts payable process was paper-heavy and time-consuming. Staff printed PDF invoices, filed them manually, and re-entered data into their finance system. This created delays, inefficiencies, and limited staff capacity for more strategic tasks. With operations spread across multiple sites, the council needed a more efficient and scalable approach.

Solution

Moorabool Shire Council implemented RapidAP from the RapidP2P suite. The solution integrated directly with TechnologyOne, automating invoice scanning, data extraction, validation, and posting. This removed the need for manual input at multiple stages and provided staff with real-time visibility into the entire process, significantly improving efficiency, reducing errors, and streamlining the approval workflow across teams.

RapidP2P Modules Deployed:

- RapidAP (Accounts Payable Automation)

The RapidAP module was deployed as a fully integrated solution with Moorabool Shire Council's existing ERP, TechnologyOne. This seamless integration enabled automatic data matching, invoice validation, and posting directly into the finance system, eliminating manual re-entry and ensuring accuracy across procurement and payment workflows.

"Efficiency Leaders have been fantastic. If the system ever goes down, what used to take a full day to recover now takes just five minutes. I was initially reluctant, but RapidAP has exceeded expectations by managing the full workflow. I've already recommended it to several other councils."

– James Hogan, Chief Financial Officer



Outcomes Achieved

Moorabool Shire Council now processes around 650 invoices each month with very little manual input. The accounts payable team has saved significant time and successfully shifted their focus from repetitive data entry to more valuable work like vendor engagement and internal training.

Staff found the system easy to adopt and appreciated its clear and modern interface, which made tracking invoice progress straightforward and even enjoyable. The integration with TechnologyOne allowed for accurate data matching and removed the need for rework or additional checks. What once took a full day to catch up after a system outage now takes just five minutes.

Overall, the council has strengthened its financial operations with a more scalable, efficient and reliable process that supports both internal teams and external relationships.

Technologies

- ERP: TechnologyOne
- Automation Suite: RapidAP from the RapidP2P suite

Highlights

The integration between RapidAP and TechnologyOne enabled a smooth transition to automation, with no disruption to the council's existing systems. Time savings were substantial, with one full-time equivalent position reallocated as a direct result of removing manual entry.

Staff embraced the platform quickly, thanks to its intuitive design and real-time visibility into invoice workflows. The accounts payable team now has more capacity to assist other staff, provide vendor support and contribute to broader improvement projects.

With the foundations now in place, Moorabool is preparing to roll out e-invoicing, which will further increase speed and efficiency while building on the digital transformation already underway.

Why Moorabool Shire Council Recommends RapidP2P

The team at Moorabool Shire Council has seen first-hand the benefits of moving away from manual invoice handling. With better efficiency, smoother processes, and more time to focus on vendor relationships and system training, RapidAP has been a game-changer.

"We've saved one FTE in staff just purely on the manual data entry processes that are now automated. It's also allowed our team to focus more on training staff and building relationships with vendors. It's been a really successful outcome."

– Robin Hint, Coordinator of Financial Services

See what's possible when you modernise your procure to pay process.

Moorabool Shire Council replaced manual, paper-based workflows with a fully automated solution integrated with TechnologyOne. RapidP2P helped them cut processing time, reduce errors and free up staff for more valuable work.

The result is a modern finance function with real-time visibility, improved vendor relationships and greater efficiency across the board.

If you're ready to simplify invoice handling or future-proof your accounts payable process, we're here to help.

Book A Demo →

