



Case Study





Customer

Port Of Newcastle Pty Ltd

Website

pon.com.au

Scope of Work

- Invoice Automation (RapidAP)
- Integration with ERP (TechnologyOne)
- Real-time Data Validation
- System-driven Internal Controls
- End-to-end AP Workflow Automation

Industry

Shipping & Logistics

Location

Headquarters: Newcastle, NSW, Australia



Overview

The Port of Newcastle is one of Australia's largest deep water ports and a critical gateway for trade in New South Wales. With a workforce of around 130 people and a commitment to maintaining vital infrastructure and cargo operations, the Port needed a more efficient and controlled approach to managing accounts payable.

By partnering with Efficiency Leaders to implement RapidP2P, the Port of Newcastle has dramatically reduced manual handling, improved data accuracy and enhanced internal controls, all while delivering a smoother experience for the finance team.

Fast Facts

The Port of Newcastle plays a central role in supporting trade, logistics and infrastructure delivery across New South Wales.

Notable achievements

- Ongoing investment in trade diversification
- Major port infrastructure upgrades
- TechnologyOne ERP adoption
- Leading role in sustainable port development

Key Services:

- Cargo and freight management
- Port operations and maintenance
- Infrastructure development
- Environmental and safety compliance

Opportunity

Prior to automation, the Port of Newcastle's accounts payable process involved extensive manual handling. Finance staff spent time printing, scanning, marking invoices and chasing purchase orders and approvals. With little system validation, risks such as duplicate invoices or incorrect bank details required manual review.

The Port needed a solution that would integrate with TechnologyOne, reduce reliance on individuals and streamline invoice workflows from end to end.

Solution

The Port of Newcastle chose Efficiency Leaders for their deep understanding of TechnologyOne and their proven ability to deliver projects on time and to specification. The implementation of RapidAP provided a smooth transition from manual processes to fully automated invoice capture, validation and approval.

Controls built into the platform automatically flag issues such as mismatched bank details or duplicate invoices, reducing risk and freeing the team from time consuming checks.

RapidP2P Modules Deployed:

- RapidAP for automated invoice processing
- Integration with TechnologyOne ERP

"RapidP2P has reduced our workload significantly. We are no longer double handling or checking everything manually. The controls are much stronger, and everyone across the business has said how much easier the process is. It lets us focus more on analysis and adds real value."

– Ben Reece Financial Controller, Port of Newcastle



Outcomes Achieved

The Port of Newcastle now processes invoices with greater speed, accuracy and confidence. Finance staff no longer spend hours chasing paperwork or rekeying data, and controls that were once manual are now built into the system.

Automation has significantly reduced workload and improved the user experience across departments. Time savings are now being tracked to support future reporting requirements and strategic planning.

Technologies

- ERP: TechnologyOne
- Automation suite: RapidP2P (RapidAP)
- Real-time controls and validation
- Future-ready capability: e-invoicing support

Highlights

Simplified workflow and stronger controls

Manual tasks like scanning, marking and verifying invoices have been replaced with automation that ensures consistent validation and faster approvals.

Time savings and staff confidence

The finance team reports that RapidAP has halved their workload. Time once spent on data entry is now focused on reviewing and analysing payments.

Responsive support and reliable delivery

Efficiency Leaders delivered the project on time and continue to provide fast, helpful support. Tickets are resolved quickly and users have found the system easy to adopt.

Ready for what comes next

With RapidP2P in place, the Port is well positioned to expand into new capabilities such as e-invoicing and improved supplier engagement.



Why Port of Newcastle Recommends RapidP2P

The Port of Newcastle has transformed its accounts payable function with RapidP2P, gaining efficiency, control and visibility across the entire invoice lifecycle. Staff are more productive, processes are more secure and the finance team can now focus on strategic work.

The solution is scalable, easy to use and fully aligned with the Port's future goals.

"RapidAP has saved a considerable amount of time and has halved our workload. The transition from manual processes was smooth, and it has honestly been a blessing in disguise. The support team were fantastic and helped us every step of the way."

– George Sephiris Accounts Payable Officer



See what is possible when you modernise your procure-to-pay process

Port of Newcastle's journey with RapidP2P shows how even complex, high-volume environments can simplify accounts payable, reduce manual work and gain greater visibility across every stage of the payment process.

If you are looking to improve accuracy, save time or strengthen internal controls, we can help.

Request A Demo →