



SONIC
HEALTHCARE

Case Study



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Customer

Sonic Healthcare Ltd

Website

sonichealthcare.com

Scope of Work

- Invoice Automation (RapidAP)
- Integration with ERP (Microsoft Dynamics AX)
- Touchless Invoice Processing
- OCR and Machine Learning
- Real-time Visibility and Controls

Industry

Healthcare

Location

Headquarters: Sydney, NSW,
Australia



Overview

Sonic Healthcare is one of the world's leading medical diagnostics providers and a top 50 company on the ASX. With over 35,000 employees operating across Australia, New Zealand, the UK, Europe and the United States, Sonic Healthcare delivers pathology, radiology and primary care services to millions of patients every year.

To support finance operations across its complex and decentralised group structure, Sonic Healthcare partnered with Efficiency Leaders to deploy RapidP2P and transform its manual, paper-based accounts payable process into a centralised, automated solution.

Fast Facts

Sonic Healthcare is a global leader in pathology and diagnostic services, headquartered in Sydney.

Key Services:

- Pathology and laboratory testing
- Radiology and diagnostic imaging
- Primary care and medical centre operations
- Global diagnostic infrastructure

Notable Highlights:

- ASX Top 50 listed company
- Operating in 8 countries
- \$8.2 billion AUD in annual revenue
- 35,000 employees worldwide

Opportunity

Sonic Healthcare was processing invoices manually across 14 Australian business entities, resulting in lost documents, duplicate entries, missed payments and a lack of visibility. Each entity had its own accounts payable team, with approximately 36 staff involved nationally. Non-EDI invoices were being entered manually, and purchase order matching was inconsistent across departments and systems.

The company recognised the need for a more consistent, structured and scalable solution that could bring transparency to the entire invoice lifecycle.

Solution

Sonic Healthcare partnered with Efficiency Leaders to implement RapidAP, part of the RapidP2P platform, to automate the entire invoice lifecycle from data capture through to approval and ERP integration.

The goal was to reduce manual handling, eliminate paper processes and give finance teams greater control and visibility. RapidAP uses intelligent OCR and machine learning to extract data from incoming invoices, streamline coding and routing, and trigger escalations automatically when required.

Integration with Microsoft Dynamics AX ensured a seamless flow of data, enabling real-time tracking, reporting and full auditability across Sonic's decentralised finance environment.

The solution provided a user friendly interface, fast adoption across entities and a significant improvement in efficiency, accuracy and control.

RapidP2P Modules Deployed:

- RapidAP (Accounts Payable)
- Integration Services (ERP integration with Microsoft Dynamics AX)

Sonic Healthcare implemented RapidP2P to replace fragmented, paper-based invoice handling with a modern, automated workflow. RapidAP now captures, codes and routes invoices through a structured approval process, eliminating double handling and reducing manual data entry. The integration ensures seamless connection with Microsoft Dynamics AX, allowing end-to-end visibility and control.

"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

Outcomes Achieved

Sonic Healthcare has achieved full visibility across the invoice lifecycle, significantly reduced manual effort and eliminated paper based processing. With automated data capture and OCR, keystrokes are reduced by up to 90 percent and approval workflows are now touchless.

Accounts payable teams now manage invoices in a centralised digital environment with real time status tracking, escalations and full audit trail, improving both compliance and efficiency.

Technologies

- ERP: Microsoft Dynamics AX
- Automation suite: RapidP2P (RapidAP)
- ABBYY OCR engine for invoice data capture
- Machine learning for improved recognition
- Real-time tracking, alerts and escalation

Highlights

End-to-end automation

RapidAP captures, processes and routes invoices through every step of the lifecycle — from receipt to payment — with minimal manual input.

Reduced errors and increased speed

Machine learning and OCR technology eliminate repetitive tasks, reduce delays and ensure more accurate data capture across entities.

Improved visibility and control

Teams have real-time access to invoice status, compliance checkpoints and a full audit trail. Nothing is lost, and every step is traceable.

Flexible, user-friendly design

Staff across Sonic Healthcare can easily navigate the system, approve invoices and monitor tasks with minimal training.

Why Sonic Healthcare Recommends RapidP2P

Sonic Healthcare needed a solution to replace manual, paper-based AP workflows across a complex and multi-entity finance structure. With RapidP2P, the company now benefits from complete visibility, reduced processing time and a centralised platform that supports scale and compliance.





"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



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

Sonic Healthcare replaced paper-based, manually processed invoices across 14 business entities with RapidAP, fully integrated with Microsoft Dynamics AX.

The result is centralised, touchless invoice processing, real-time visibility, up to 90% fewer keystrokes, and full audit-ready control across the organisation.

If you're ready to streamline your accounts payable, remove manual bottlenecks, and give your finance team greater efficiency and visibility, we're here to help.

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