TwinTowns

Case Study

EFFICIENCY Leaders

Customer

Twin Towns Clubs and Resorts

Website

twintowns.com.au

Scope of Work

- Invoice Automation (RapidAP)
- Integration with TechnologyOne and Micros
- Stock and Purchasing Workflow Automation
- Compliance Validation and Exception Handling
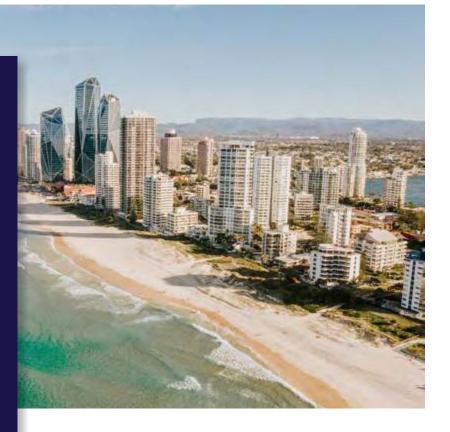- Large Volume Invoice Processing

Industry

Hospitality

Location

Gold Coast NSW, Australia

Key Services:

- Live music, entertainment and events
- Accommodation and resorts
- Restaurants, bars and cafés
- Conferences and meeting facilities

Overview

Twin Towns Clubs and Resorts is the largest services club in Australia, operating across three major sites in the Gold Coast and Northern New South Wales region. The group offers entertainment, accommodation, dining and conference facilities for a wide base of members and visitors, supported by over 450 staff.

With more than 150,000 invoices processed annually, the team needed a smarter, scalable solution to manage stock and accounts payable workflows. By implementing RapidAP from Efficiency Leaders, Twin Towns automated its invoice handling process, improved data accuracy and achieved long term cost reductions.

Notable Highlights:

- Over 150,000 invoices processed annually
- 81% reduction in invoice processing time
- 80% reduction in processing costs
- ERP: TechnologyOne with Micros for purchasing

Opportunity

Twin Towns had invested in Micros for stock and purchasing, but the accounts payable process was still manual and disconnected. Invoices were entered twice, first in Micros, then in TechnologyOne, with multiple layers of approval and internal mail slowing everything down.

There were few internal controls and staff were overwhelmed by the effort needed to match invoices, track orders and resolve errors.

Solution

Twin Towns partnered with Efficiency Leaders to streamline and automate their accounts payable operations. Following a detailed review of the existing process, RapidAP was deployed and integrated with both Micros and TechnologyOne.

Invoices are now scanned and processed automatically, with RapidAP extracting key data points such as PO number, supplier details and GST amounts. Matching is performed at speed, processing up to 50 invoices per minute. When information aligns, records are automatically updated in Micros and passed to TechnologyOne.

The system performs validation checks on tax details, purchase orders and creditor data to ensure accuracy and compliance before payment is made. The team at Twin Towns were closely involved in configuration and testing, resulting in a platform tailored to their unique operational needs.

RapidP2P Modules Deployed:

- RapidAP for automated invoice capture and processing
- Integration Services for connection with TechnologyOne and Micros Materials Control

Twin Towns now processes invoices at scale with speed and confidence, reducing reliance on paper-based checks and increasing control across purchasing and payments.

"The RapidAP module within the RapidP2P suite has provided cost efficiencies and improvements in processes, resources and internal controls. Staff have embraced the platform, and we are now seeing real value from our IT investment. Our business processes are far more automated and efficient thanks to Efficiency Leaders."

- Kim Collins, Chief Financial Officer

Outcomes Achieved

- 81% reduction in invoice processing time
- 80% reduction in processing costs
- Over 150,000 invoices managed annually by a 3-person AP team
- Faster approvals and real time visibility
- Automated matching and compliance validation
- Stronger adoption and ownership from finance and operations

Technologies

- ERP: TechnologyOne
- Procurement: Micros Materials Control
- Automation suite: RapidP2P (RapidAP)
- Document data capture and matching
- Compliance validation and exception handling

Highlights

Full invoice lifecycle automation
Invoices are scanned, matched, approved and integrated into the ERP without manual reentry or paper handling.

Time and cost savings
What once required four full time AP staff now takes three, and month end processing pressure has dropped significantly.

System configured for the business
Twin Towns worked closely with Efficiency Leaders to ensure the solution fit their needs. The result was high adoption and long term success.

Improved internal controls
The system performs built-in checks on invoice data, reducing errors and increasing audit confidence across the organisation.

Why Moorabool Shire Council Recommends RapidP2P

Twin Towns has built a faster, smarter and more cost effective accounts payable operation with RapidP2P. Finance and operational teams now work more efficiently, data is more accurate and the entire invoice process is easier to manage.

"Some managers were spending a minimum of 15 hours a week just checking what goods were ordered, what had been received, what was invoiced and reconciling discrepancies. We had four full time staff in AP doing manual entry and chasing paperwork at the end of every month."

- Kim Collins, Chief Financial Officer

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

Ready to transform your AP process like Moorabool Shire Council and Twin Towns? Let us streamline your invoice handling, eliminate bottlenecks and give your finance team real-time control

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