

# St John Ambulance



## Case Study



**St John  
Ambulance**



## Customer

St John Ambulance NSW

## Website

<https://stjohnambulance.com.au>

## Scope of Work

- Accounts Payable Automation
- ERP Integration
- Approval Workflow Automation
- User Enablement
- Change Management
- Ongoing Support

## Industry

Not-For-Profit

## Location

NSW



## Overview

St John Ambulance NSW is a leading not-for-profit organisation dedicated to saving lives through first aid. With a proud history spanning more than 140 years, the organisation is recognised as New South Wales' premier provider of accredited first aid training and a key contributor to community health and safety.

## Fast Facts

With a legacy of over 140 years, St John Ambulance NSW is proudly recognised as NSW's #1 first aid training provider. The organisation is supported by a dedicated team of 350+ staff across the state and a passionate network of more than 3,000 volunteers, who contribute over 100,000 hours of service each year to help keep communities safe and informed.

## Key Services:

- First Aid Training & Education: Offering nationally accredited courses for individuals, businesses, schools, and communities.
- Event Health Services: Providing high-quality medical support at public events and large-scale gatherings.
- Community Programs: Delivering tailored health initiatives and first aid awareness programs to support vulnerable communities.
- Volunteer Engagement: Mobilising a network of over 3,000 trained volunteers to provide critical support in emergencies and during public events.

## Opportunity

St John Ambulance NSW struggled with outdated and inefficient accounts payable processes in a decentralised environment spanning 75 sites. Invoice processing, approval management, and follow-ups were all conducted via time-consuming email chains. Operating on SAP BusinessOne, the lack of automation led to administrative bottlenecks, compliance concerns, and wasted resources.

## Solution

Under the visionary leadership of CEO Dominic Teakle, St John Ambulance NSW adopted the RapidP2P Suite to revolutionise their procurement and accounts payable processes. Specifically, the RapidAP module for accounts payable automation was integrated with their existing ERP, SAP BusinessOne.

The decision was guided by a successful implementation of RapidP2P Suite at PCYC NSW, where the system demonstrated its potential to enhance efficiency and compliance.

### RapidP2P Modules Deployed:

- RapidAP (Accounts Payable): Streamlining invoice processing with unmatched speed and accuracy.

*"RapidAP has been really beneficial to us. We'd be happy to recommend the RapidP2P Suite to anyone who would want to take it on and be happy to demonstrate it as well. But I think it's been an excellent system and I know it'll get better the more we use it in the coming years."*

*– Hoshang Parekh, Head of Finance*





## Outcomes Achieved

Since implementing the RapidAP module, the Accounts Payable team has experienced significant efficiency gains, with invoice processing times reduced from hours to just five minutes. According to Yolanda Au, Accounts Payable Officer, the new system is not only exponentially faster but also far more streamlined than the previous email-based process.

Compliance and accuracy have also improved thanks to automated routing and approval workflows, which ensure the right information reaches the right people at the right time—eliminating the need for manual follow-ups.

The intuitive design of RapidAP has been another key benefit, with team members like Rachelle Mortera becoming proficient after just one day of training, leading to increased productivity and job satisfaction.

Throughout the transition, the support from Efficiency Leaders was consistently praised for being prompt, helpful, and reliable, allowing the team to stay focused on their core tasks without unnecessary disruptions.

## Technologies

- ERP: SAP BusinessOne
- Automation Suite: RapidP2P – RapidAP (Accounts Payable)
- Vendor Validation: Efture

## Highlights

Since going live, the team has seen clear improvements in efficiency, accuracy, and compliance, replacing manual, time-consuming tasks with a streamlined and reliable process.

The platform's user-friendly design, quick implementation, and the ongoing support from Efficiency Leaders have all played a key role in the success of the rollout.

The implementation has given Lipman a competitive edge in the construction industry and positioned them for future growth, with advanced features like automated statement reconciliation supporting their long-term digital transformation goals.

## Why St John Ambulance Recommends RapidP2P

St John Ambulance NSW recommends the RapidP2P Suite because it has made a real difference to the way they manage accounts payable—particularly with the RapidAP module.

For St John Ambulance NSW, RapidP2P isn't just a tool—it's a solution that supports their goals and sets them up for continued success.

*"After the first day of training, I found RapidAP super user-friendly, and I picked it up on the first day. The Efficiency Leaders' support team is really great.*

*So, for example, I've raised a ticket just a few days ago because the auditors wanted access to the RapidAP. So, I raised a ticket via the portal or the support team and then it was, like, 5 minutes after I raised a ticket, they gave me the answers that I needed. It was very helpful because I was able to get my answer right away. I was able to give more focus to other tasks."*

*– Rachelle Mortera, Accounts Payable Officer*



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

St John Ambulance's journey with RapidP2P proves that even not-for-profits can streamline operations with ease — delivering faster processing, fewer errors, and greater visibility every step of the way.

If you're looking to simplify manual processes, strengthen compliance, or gain greater visibility across procurement, we can help.

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