Lánluas

Royal Australian College of General Practitioners

Accounts Payable Overhaul for the RACGP

RACGP

Learn about the Royal Australian College of General Practitioners' transformation through process improvement and accounts payable automation and how it enabled centralised financial reporting, increased efficiencies, and reduced payment errors.

Finance transformation through process improvement and accounts payable automation

Navigating change in the workplace is never an easy task, especially when old processes have been in place for a long time.

Prior to partnering with Lánluas for the implementation of Datamation™, an AI-powered accounts payable automation solution, the Royal Australian College of General Practitioners (RACGP) found themselves stuck when it came to their finance processes. Many finance-related tasks were undertaken manually and required cross-checking between different reporting systems. The accounts payable process was slow and clunky, and there was a historic hesitancy towards change, which meant that old processes were often returned to.

Ready to put an end to old, clunky accounts payable processes, RACGP decided it was time to transform their processes and utilise leading automation technologies. They engaged the help of Lánluas to partner with and help implement Datamation™, our accounts payable automation solution designed specifically to integrate seamlessly with the TechnologyOne Financials system. The solution would remove the need for manual intervention in finance processes, increase efficiency, and create more opportunities for financial wins with the adoption of AI-powered data extraction software and OCR solutions.

RACGP needed expert guidance on how to successfully make the transition to an automated accounts payable solution, while reducing disruption to day-to-day business. Lánluas was able to support RACGP in adopting data-extraction software by using a multi-phased approach.

Highlights of the project

Improved, centralised financial reporting system offered greater visibility of data in one place

Automated manual processes and boosted efficiencies

Reduced late and duplicate payments through better clarity of RACGP obligations

Delivered key user training prior to UAT to ensure process adoption

The challenge we faced

RACGP had long been aware that their existing accounts payable processes were not fit for purpose. Activity wasn't tracked, long payment process times meant that stakeholders awaiting payment weren't happy, and the manual nature of all work meant that the existing process was slow and clunky. Adoption was low whenever new methods had been introduced in the past, ultimately leading to staff returning to old processes. This was partly due to hesitancy to change and partly due to a lack of change management.

We knew we had to work closely with key users to ensure that history wouldn't repeat itself. We needed their buy-in. Providing them with the necessary training in our automated accounts payable solution-built confidence prior to undertaking user acceptance testing.

However, in order to get there, we first had to undergo a systems review, which involved a series of scope and design workshops. These workshops enabled us to scope and document the accounts payable business rules, validations, and workflow requirements. This enabled our consultants to begin redesigning and configuring new workflows and processes, with input from the right people.

The solution we offered

Our accounts payable review revealed that a lot of RACGP's inefficiencies and frustrations could be solved by establishing straightforward automation using the TechnologyOne Financials system in conjunction with our Datamation™ solution powered by Xtracta.

The Datamation™ solution uses powerful AI-powered data extraction software and OCR to automate accounts payable processes by extracting data from invoices and importing data into the TechnologyOne Financials system using a custom connector, developed by our team of expert consultants.

When it came to implementing and deploying the automated accounts payable solution, we broke it down into smaller configurations to cater for approval and exceptions when handling workflows. We also supported RACGP in key user testing prior to user acceptance testing to ensure smooth adoption of the new processes.

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Engaging with Lánluas was a great experience for the RACGP Finance team. We found their expertise and skills beneficial in helping drive the outcomes we were seeking regarding our manual processes for making payments. Our confidence in the quality of work provided by Lánluas will ensure they continue to be our preferred partner for technical requests with our TechnologyOne Financials system.

Prashant Mishra

Head of Financial Control,
Royal Australian College of General Practitioners

The final outcome

The Royal Australian College of General Practitioners' automated accounts payable solution has benefited the business immensely.

- The centralised reporting system has improved reporting capability, offering greater visibility of data in one place and an overall confidence in accuracy.

- The streamlined time-to-pay process has completely transformed from the previous manual process.

- It has and will continue to increase in freed up resources, which has helped in the ease of decision making, offering greater spend visibility.

For RACGP staff, this means less frustrating manual work and a more intuitive, automated process.

For business stakeholders of the RACGP, it means less late and duplicate payments and more efficient service.

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Does your organisation need help automating its accounts payable process, using the power of AI, with minimal day-to-day disruptions and more user adoption? **Contact Lánluas** to discuss how we can help.