

Challenges

- Manual invoice processing was time-consuming and lacked visibility on the number of invoices yet to be processed.
- The existing OCR solution, was difficult to set up and required manual mapping for different invoice types, leading to repetitive and time consuming work.
- The AP team faced difficulties with handling invoices with missing data or complex invoices requiring manual checking.

Solution

- The council purchased EzeScan's managed AP service deployed in the EzeScan CLOUD.
- Invoices received via a dedicated email box are automatically processed by EzeScan CLOUD.
- Invoices with missing data are sent to EzeScan WebApps for manual intervention and the keying in of missing data.
- Invoices with correct data are sent to EzeScan WebApps for QA and then directly sent to TechnologyOne through the integration developed by EzeScan.

Chelmsford City Council Partners with EzeScan to Revolutionize Invoice Processing and Boost Efficiency. Here's how they did it...

Chelmsford City Council, a prominent district council catering to over 190,000 residents in Essex handles around 1,000 supplier invoices per month has taken a bold step towards streamlining its operations. Seeking to tackle the challenges of manual invoice processing and adapt to the demands of a hybrid office environment, the council has engaged EzeScan, a leading provider of intelligent data capture and process automation solutions.

The existing invoice processing system at Chelmsford City Council had been burdening staff with laborious manual tasks, leading to delays and a lack of visibility on pending invoices. However, the innovative EzeScan CLOUD (SaaS) Invoice Processing Solution for TechnologyOne promises to change the game.

Implemented just before the holiday season, the EzeScan CLOUD solution quickly gained traction in January, automating the registration of about 90% of incoming invoices, reducing manual data entry, and freeing up staff time for more critical tasks.



We were drowning in invoices and struggling to keep up with the sheer volume. EzeScan came along at the right time, offering us a cost-effective OCR solution with remarkable capabilities.

Dan Wright, Financial Operations Manager at Chelmsford City Council

EzeScan's seamless integration with TechnologyOne, the council's enterprise software of choice, enables invoices to be automatically imported, validated and processed in real-time. Any invoices with missing or incorrect data are flagged for review through EzeScan's Intuitive Web Interface, which allows the AP staff to maintain complete control over the process.

"The level of automation and ease of use provided by EzeScan's interface surpassed our expectations," adds Dan. "It significantly reduced the need for human intervention and has minimised the risk of errors."

With the burden of manual processing lifted, the AP team at Chelmsford City Council now spends more time on essential tasks and enjoys greater visibility into the number of invoices being processed.

Results

- Following a quick QA check, about 25% of the invoices are sent directly to a workflow in TechnologyOne without human intervention and are ready for payment.
- The solution allowed AP staff to work from anywhere and from any device, accommodating the challenges of the hybrid office environment.
- AP staff time spent for invoice registrations significantly reduced, freeing up time for other critical tasks.
- Manual data entry for invoice processing significantly reduced.
- High employee adoption rate, with the AP team embracing the new system positively.
- Improved visibility, with real-time monitoring of the number of invoices being processed.
- Automation and integration with TechnologyOne streamlined the workflow.
- The Council now achieves a 99% compliance rate with purchase orders.

About EzeScan

EzeScan provides fast, cost effective business process automation solutions including simplified document back scanning, accounts payable, data robotic process automation, forms data extraction, mailroom/correspondence automation and highly integrated EDRMS capture. With thousands of installations in Australasia, North America and the UK, EzeScan is your ideal digital transformation provider.



Before EzeScan we only had visibility on invoices when they entered the finance system. Management had no data on how many invoices were building up in the inbox. Now we know exactly how many invoices we have received and where we need to allocate resources.

Dan Wright, Financial Operations Manager at Chelmsford City Council

Michael, the council's dedicated EzeScan consultant, has been pivotal in ensuring a smooth transition and has worked closely with Dan and his team to configure the system to their unique requirements.



Michael's expertise and guidance have been invaluable in setting up the workflows and fine-tuning the system. Thanks to EzeScan, we can confidently manage our invoices and maintain a 99% compliance rate with purchase orders.

Dan Wright, Financial Operations Manager at Chelmsford City Council

EzeScan's cost-effective solution has proved to be a game-changer for Chelmsford City Council, offering not only efficiency gains but also flexibility for their AP staff to work from anywhere.

The council is thrilled with the results, and the successful adoption of EzeScan marks a positive step towards embracing technological advancements in public administration.

As Chelmsford City Council continues to innovate and optimise its operations, their use of with EzeScan serves as an inspiring example of how local authorities can harness cutting-edge technology to drive efficiency, enhance accuracy, and pave the way for a seamless hybrid office environment.

