



EMC²

Time for a Change

Streamlining Accounts Payable Automation
with EMC[®] ApplicationXtender[®]



AX

ApplicationXtender



EMC Enterprise Content Division (ECD) is a global leader in ECM applications, solutions and services that enable digital transformation. Managing critical content for almost 6,000 organizations for 25+ years. ECD uniquely unlocks the value of content, offers choice, and drives differentiated customer experience, while maintaining complete governance and trust. www.emc.com/ecm

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In this eBook, we'll look at how EMC[®] ApplicationXtender[®] can tame the Accounts Payable beast.



YOU'LL LEARN HOW YOU CAN

Reduce costs by eliminating paper handling and manual processing of invoices.

Avoid late payments and missed discounts.

Improve your compliance with policies and regulations.

Simplify audits.

Get better control over your cash flow.

Enhance vendor relations.



Accounts Payable

Accounts Payable is one of your business' core accounting functions, but it may also be one of your biggest headaches.

Manual data entry, cumbersome PO matching, and tedious approvals drive up your processing costs, not to mention overwhelming and overworking your staff.

Failure to pay invoices on time means missed discounts and late fees, and consistent failure can affect your credit rating and drive up borrowing costs. Poor tracking of invoice history and approvals complicates audits and opens the door to fraud, duplicate payments, contract leakage, and other compliance risks. And inefficiencies in AP processing make it difficult to manage your cash and maintain good vendor relations.



According to [PayStream Advisors](#), the average fully-loaded cost of an invoice is over \$40 when that invoice is processed manually.

Whether you're aware of it or not, that's what it's costing you if you're still shuffling paper and faxes through your AP department, wasting time and money with:



Locating lost or misplaced documents



Long and tedious approval and exception resolution cycles



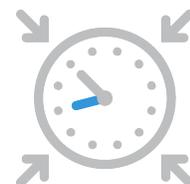
Error-prone keying of invoice information



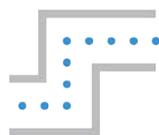
Delays in posting data to downstream systems



High paper storage and retrieval costs



Time consuming supplier inquiries



Cumbersome procedures to avoid compliance and security risks

You may have partially streamlined your AP process by receiving invoices through EDI or as email attachments.

You may even be using an imaging system to scan your invoices and store them in a document repository. But for the most part you're still relying on manual procedures to track and approve invoices and payments and post the data to your accounting systems, and that means your operating costs are too high. Moreover, it's difficult to implement system improvements and best practices when you're continuously fighting fires in your manual payables environment.

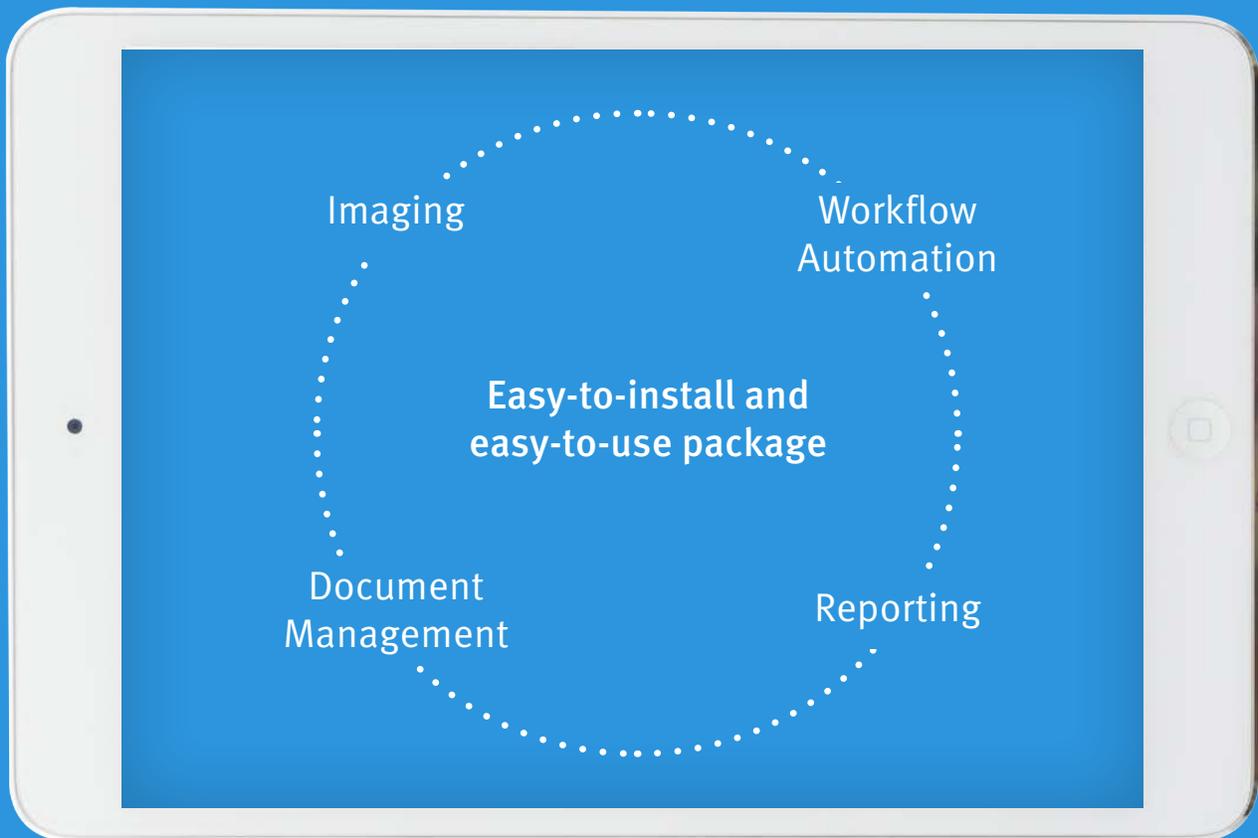
Sure, you've looked into various automation solutions. There's no lack of software products out there that claim to solve Accounts Payable problems. But when you look under the covers these so-called solutions seem to be more trouble than they're worth. They're expensive and you'd have to rely on an army of computer specialists to install them and keep them running. They take forever to set up, and who has time for that anyway? And you're not sure that your staff will be able to use them without a lot of training and ongoing hand-holding.

A solution for your Accounts Payable woes
has finally arrived.

It's called EMC ApplicationXtender

(or AX for short)

AX COMBINES THE FOLLOWING



Unlike other AP automation products, an ApplicationXtender system can be up and running in less than a week, requires minimal reliance on IT staff, and your AP staff will love its clean and modern user interface.

CASE STUDY

GLOBALTRANZ[®]

FREIGHT DRIVEN BY TECHNOLOGY

A logistics company
reduces invoice processing
costs by over 50%.

BENEFITS SNAPSHOT

Speed Deployment



<1 Month

Implementation resulted in
faster time to value

Slash Costs



>50%

Take-out in invoice
processing costs

Save Time



75%

Invoices are processed
same day; the remaining are
exceptions processed in two
days on average



Arizona based logistics company GlobalTranz, the 3rd fastest growing company in the state, needed to modernize a payables process that was manual and staff-intensive.

Manual processes including the matching of invoices to supporting documents were taking its toll in cycle time, cost, and risk.

EMC ApplicationXtender gives GlobalTranz a reliable, automated system that has shrunk AP processing by 3 days and allowed it to reduce staff, from 6 people to 1. Today, even with substantial growth, no additional staff has been added. The system has also slashed processing and paper storage costs. A predictable payables cycle has further enhanced relations with the company's shippers. And the application was installed and deployed in less than a month (from first contact with an EMC authorized AX reseller to going live) with minimal disruption to the business.

“

There's a night and day difference between how we managed our payables before and how we now manage them using EMC ApplicationXtender. The solution has lowered our risk and dramatically reduced our costs. It helps us strengthen our partnerships with both vendors and customers.

—Renee Krug,
Chief Financial Officer

”

A photograph of a business meeting. A woman with short blonde hair is in the foreground, looking towards a man whose back is to the camera. They are in an office with a large window in the background. A computer monitor with charts is visible on the left.

Transforming Operations with Workflow

When you're seeking really significant cost savings for your organization, you really have to consider the amount of unproductive time spent in manually processing invoices.

Invoice processing touches almost every department, involving employees both inside and outside of Accounts Payable with review and approval, searches for supporting documents, posting payables data to financial and other systems, and other related tasks.

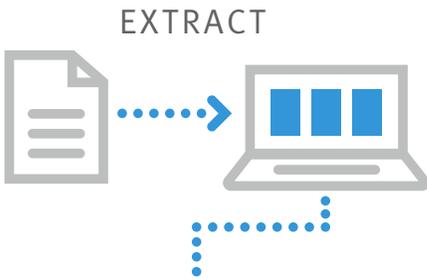
Most AP departments have introduced some basic cost savings measures, like e-invoicing or digital scanning. Those measures help, but it's an automated workflow that can really transform your Accounts Payable department by gaining back hundreds of hours of productive time every year. With workflow, you'll eliminate the time wasted tracking down approvals, handling exceptions, managing the assignment of work, and interacting with your accounting systems. Workflow improvements like these add up to faster cycle times and a greatly reduced backlog of outstanding invoices. Faster processing will also help you take advantage of vendor discounts and avoid late payment penalties. And you'll gain further benefits as staff take advantage of their new found productivity to concentrate on higher value tasks, like responding more quickly to vendor and employee questions, researching strategic sourcing decisions to reduce overall spend, and breezing through audits.

ApplicationXtender's advanced workflow technology facilitates timely routing of invoices for approval, improves the accuracy of data entry, and feeds key information directly into ERP and financial systems.

Starting with the capture of invoices into the system as they are received, AX workflow coordinates the transfer of invoice data into the accounting system and follows easily configured business rules to route invoices to appropriate personnel for approval and exception handling. During the process, AX workflow collects all documents and related information and archives them in the AX repository for long term auditing, reporting, and compliance.



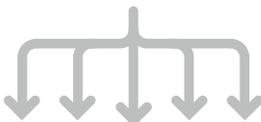
ApplicationXtender



VALIDATE



ROUTE



APPROVE



PAY



Time Saving



Labor Saving



Time Saving



Labor Saving

Workflow automation goes well beyond the simple routing of invoices to give AP management and staff the visibility they need to continuously improve operations:

1

Staff and approvers can view and manage their tasks within browser-based clients, on mobile devices and via email notifications, and receive reminders of due dates

2

Work queues efficiently allocate work based on business rules and workload thresholds

3

Supervisors can review the status of work queues and clerks' inboxes and reassign and reprioritize work as needed

4

Clerks can easily re-route a task to a colleague for verification or to request a missing proof of delivery document or other information

5

Tedious sign-off procedures are eliminated by speedy review and approval forms, freeing managers to spend their time on more value-added activities

6

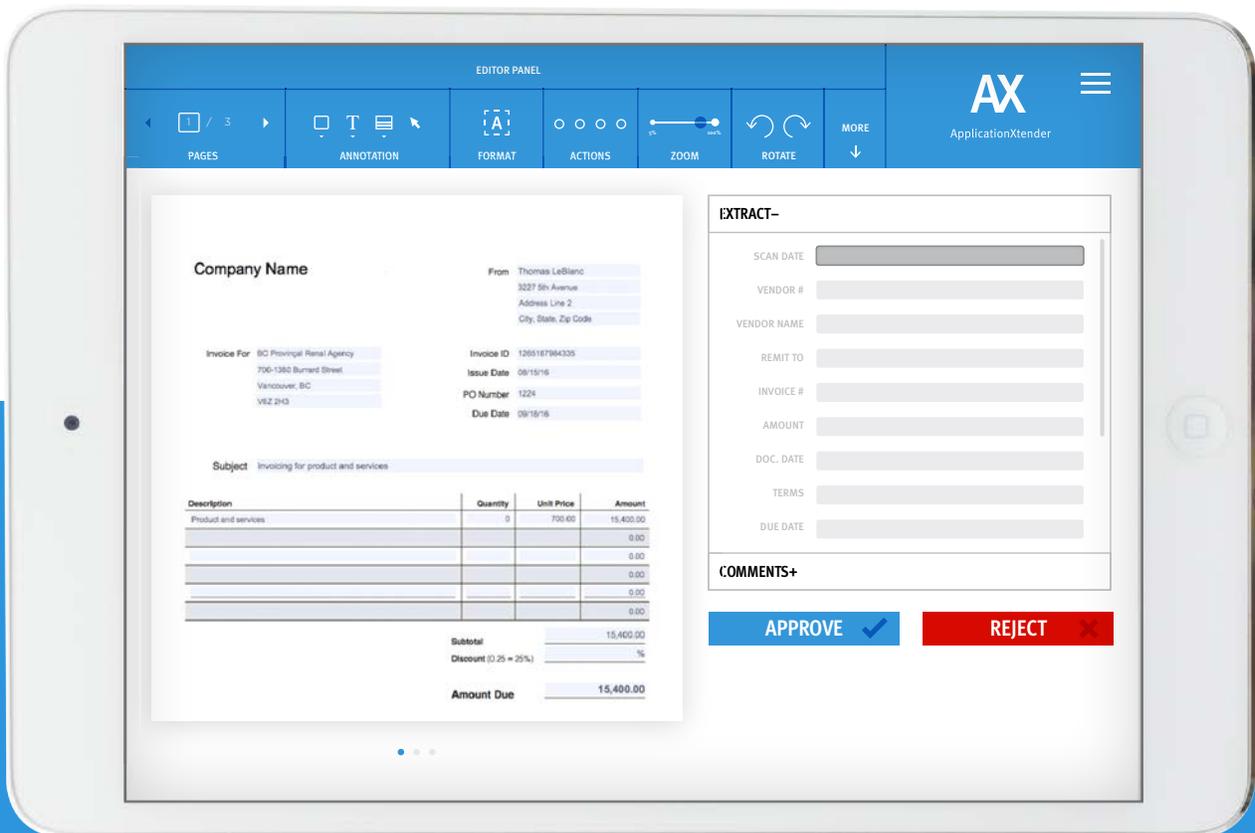
AP management can receive real time notification of exceptions and delays. They can track performance and identify and monitor process bottlenecks to assist them with planning and optimizing staffing levels and resource allocation

7

Automatically generated audit trails can also be used to analyze process efficiency and prove compliance with internal guidelines and regulatory mandates

Workflows can be easily tailored to the specific needs of your organization and industry, using a graphical Web-based editor.

Similarly, you can design custom forms for displaying, entering, and validating information that simplify tasks and minimize training costs. Forms work in any browser and are even mobile-friendly to allow users to interact with workflows on smartphones and tablets.



A photograph of an office environment. In the foreground, a woman wearing a yellow shirt and a black turban is seen from behind, sitting at a desk with multiple computer monitors. One monitor displays a data table with various colored rows. To her left, a man in a light blue shirt is looking at another monitor showing a line graph. In the background, another man in a red patterned shirt is visible. The office has white brick walls, shelves filled with binders and books, and a window on the left. A white text box with a blue border is overlaid on the bottom half of the image, containing the title text.

Multi-Channel Capture and Automated Data Extraction

Businesses today must be capable of receiving:



Invoices



Expense reports



Other payable documents

... via any number of channels, including:



Conventional mail



Faxes



EDI



Email attachments



and, increasingly, mobile devices.

Where once the mailroom was the conduit for documents into the business, invoices can now come from anywhere. Even centralized scanning on a single imaging device has given way to distributed capture, with inexpensive, high quality personal scanners on the desk of every AP staff member.

COLLECT



EXTRACT



ApplicationXtender



With such varied sources for your documents, the potential for lost documents and non-standard processing escalates quickly.

But when coordinated by ApplicationXtender, the potential for chaos is transformed into a competitive advantage. Documents and transactions can easily flow from any channel or device. With no bottlenecks, and with consistent validation of data across the various input sources, your payables data is accurately extracted and transformed into information that drives greater efficiency and better management decisions.

Regardless of their source, an accounts payable system based on ApplicationXtender automatically identifies incoming documents as invoices and extracts information such as purchase order number, invoice date, total amounts, line item data and more from the scanned image. The data is validated and matched against information in your accounting and other systems. Unmatched PO numbers, invalid vendor IDs, wrong price or quantity, duplicate invoices, and other common errors and exceptions can be automatically detected and routed to a staff person for investigation and speedy remediation. A powerful and easy to use interface allows AP clerks to quickly review and annotate incoming documents and quickly correct imaging errors and missing data.

CASE STUDY

METROLINK®

A commuter rail authority
reduces the payment cycle
by 4 days

BENEFITS SNAPSHOT

Increase Productivity



50%

Of employees are active users, gaining productive hours with better access to payables data

Minimize Cycle Time



20%

Reduction in time to pay invoices, removing up to 4 days from the cycle

Improve Efficiency



One

Location to find all accounts payable data, saving time and ensuring accuracy and compliance



Metrolink, the commuter rail authority for six Southern California counties, was formed in 1991 to reduce highway congestion and improve mobility throughout the region.

As a steward of public funds, and with a 512-mile mission-critical rail network to manage and maintain, Metrolink wanted to find an innovative solution to increase efficiency of its accounts payable system. The system was based on paper documents and manual data entry. It took 3-4 weeks to pay suppliers. One third of staff time was spent locating documents for auditors and other employees.

EMC ApplicationXtender has permitted Metrolink to reduce its payables cycle time by 4 days. With Oracle Financials integration, AX helped Metrolink eliminate duplicate data entry. It has also allowed supporting documents to be stored with corresponding invoices in one place, simplifying access. Approvals are electronically tracked and verified to save time and ensure compliance with policies and contracts. Audits and other employee requests are now mostly self-service.

“

Our success with ApplicationXtender in Accounts Payable gives us the opportunity to eliminate paper across the organization. Many other teams are now interested in how we've improved efficiency by shifting away from paper documents.

—Arun Chakladar,
Sr. Director, IT

”

A photograph of two men in business attire. The man on the left is wearing a white shirt and a striped tie, leaning in and smiling. The man on the right is wearing a light blue shirt and a dark tie, holding a tablet and smiling. The background is a bright, modern office setting.

Secure Access to Information for Better Decisions

Retention and auditing requirements mean that you have to keep your documents around for a long time.

When you're dealing with paper, it literally piles up, and so do your operating costs. Paper filing systems take up a lot of valuable space. And when documents are needed to answer a question, staff spend considerable time locating and retrieving them from storage, often having to travel off site to do so.

The high cost of storing and retrieving paper is used to justify investment in digital scanning and document repositories, and you may have already gone down that route. But are you really getting full value from all that digitized information? Although the storage savings can be considerable, and you can respond to audit requests more quickly, the real value of your invoice information comes from unlocking the data to help you make better decisions.

The information contained in your invoices and other accounts payable documents can help your organization operate more efficiently and make better decisions in a number of areas, including:

Spend analysis

Cash management

Cost of goods reduction

Contract compliance

Strategic sourcing

Supplier negotiations and performance tracking

Budgeting and financial-close processes

And that's all in addition to the faster cycle times and other process improvements you'll get from automating workflow.

ApplicationXtender gives your organization faster access to information by managing your documents in a secure repository.

Employees from across the organization can navigate and search for accounts payable information from virtually any device or business application, including popular Microsoft Office products, smartphones and tablets, financial systems, browser-based applications, and even mainframe terminal emulators.

Documents are indexed for quick retrieval by multiple values, like invoice number, vendor id, PO number, due date, and whatever else is commonly used to locate records. Documents can also be searched by full text, and keyword and full-text searches can be combined to return precise search results with just a single query. Routine searches can be saved and re-executed with a single click. Searches are also filtered by security settings, so employees will see only the information for which they have been authorized.

ERP and accounting systems (like SAP, Oracle, JD Edwards, Sage, Microsoft Dynamics, and most others) can link directly to documents stored in the AX repository, for transparent access by users of those applications. For example, a member of your purchasing department can seamlessly view all documents related to a payables transaction in SAP, just by clicking a link. They don't even realize the documents are coming from ApplicationXtender. By giving these users direct access to AP documents, you cut down on all those time consuming document requests that eat away at the productivity of your AP staff.

ApplicationXtender can also make externally generated information more accessible within your Accounts Payable department, even for those who don't have access to the source systems. For example, reports from your accounting systems like check runs, purchase order lists, and inventory receipts can be imported and indexed into AX to help your AP staff quickly find information they need to answer questions and resolve issues.

Modernize Accounts Payable? Why Now?

There are lots of cost and efficiency advantages to modernizing any Accounts Payable system, but some events make modernization unavoidable.

Are any of these happening in
your business?

A new CFO demands significant reductions in operating expenses

A merger/acquisition or a market expansion increases the volume of invoices without a corresponding increase in staff

Your office is moving! And you have to do something with those rooms full of invoice filing cabinets

Turnover in your IT department means that your legacy or homegrown document management or imaging systems are too expensive and risky to maintain

(and they probably don't meet your requirements for workflow and advanced data capture anyway)



Faster Reconciliation,
Greater Compliance,
Less Fraud

Payables information is subject to intense scrutiny from auditors and regulators.

Lots of checks and balances need to be put in place to ensure consistent application of policies for approvals, separation of duties, chain of custody, and document retention, plus compliance with contracts, audit controls, and financial disclosure regulations. Your staff also need help to spot duplicate invoices, contract leakage, and attempts at obtaining fraudulent payment.

Manual invoice processes make it difficult to track invoice history and to prove that approval policies and other compliance procedures were consistently followed. While this exposes you to risk of regulatory penalties and fraud, the bigger concern is the considerable effort expended to manually reconcile invoice, purchase order, and payment information. On top of that, there's the unreasonable amount of management and staff time it takes to respond to audit requests.

By automating with ApplicationXtender, you'll eliminate the drudgery and improve the accuracy of reconciliation, compliance, and fraud detection. The data extracted from scanned invoices can be automatically validated and matched to POs, contracts, and proof of delivery documents. The system will flag errors and exceptions and route them to qualified staff for quick resolution. An audit trail is generated that provides a complete history for each invoice.

The AX repository's role-based access controls prevent unauthorized access to sensitive information. You can even have the system recognize and redact private and confidential data (like social security and credit card numbers) on scanned documents. Compliance is further ensured by easily configured retention and disposition policies that control how and when documents can be deleted.

CASE STUDY



UNIVERSITY OF ARKANSAS
FOR MEDICAL SCIENCES

An Academic Health Center
cuts invoice processing
time by 75%

BENEFITS SNAPSHOT

Boost Productivity



250,000+

Invoices are processed annually with no increase in staff since implementation AX for AP

Speed Processing



75%

Reduction in typical processing backlog for invoices

Improve Efficiency



98%

Reduction in the average amount of time to locate an invoice, from 45 minutes to less than 1 minute



University of Arkansas for Medical Sciences (UAMS) had been drowning in paper.

As the only comprehensive academic health center in Arkansas and one of the state's largest public employers, UAMS was experiencing backlogs averaging 7-9 days and as high as 3 weeks to process invoices for payment. Paper storage was costly and forced staff to expend considerable time and effort finding documents to respond to audit requests and questions from employees and suppliers.

Starting in 2003, EMC ApplicationXtender has helped UAMS eliminate paper storage for invoices. Invoices are now processed within 2 days and staff are able to respond immediately to payables-related questions. Integration with SAP financials also gives business managers self-service access to all payables documents, further reducing demands on AP staff time.

In addition to AP, UAMS uses ApplicationXtender for 400+ other applications. Across the organization, 144,000 pages are scanned monthly, with annual savings of \$750,000 in delivery, storage, and microfiche costs.

“

Our paper-based system was horrible before, but now with ApplicationXtender it's very pleasant. It's really made it a dream job, with low staff turnover and positive work attitudes.

—Deanna Stout,
Accounts Payable Director

”



EMC ApplicationXtender –
Just What the Doctor Ordered

AP automation has finally come of age. You no longer have to walk that tightrope between the messiness of paper and the complexity of automation.

With EMC ApplicationXtender, you get a full featured application that will:

1

Shrink operating costs by eliminating paper and streamlining invoice processing

2

Ensure compliance and reduce fraud through automated controls

3

Improve decision making and operational effectiveness by providing better access to information

If you're suffering from Accounts Payable headaches, but concerned that AP automation is too costly and complex, then ApplicationXtender is the cure you've been looking for.

It can be deployed quickly, often in less than a week. The software itself is easy to manage, making it ideal for organizations with limited IT resources. And with a clean, modern, and highly productive user experience that works on both desktop browsers and mobile devices, ApplicationXtender will give your entire organization secure access to payables information wherever it's needed.

EMC ApplicationXtender 8

The Best Just Got Better

ApplicationXtender has been successfully used by thousands of customers for decades. The newest version, ApplicationXtender 8, builds on that success with powerful enhancements and new features, including:

A redesigned user experience that is browser agnostic and works across desktop and mobile devices

Simplified system administration and a 100% Web-based console

Improved performance and scalability

A new workflow engine with modernized process and forms design tools

Language packs and localization features for global deployments

ApplicationXtender is built by EMC and sold through value-added resellers with deep industry and accounts payable expertise.

Getting started with AX has never been easier! EMC value-added resellers and solution development partners are accredited on ApplicationXtender, offer business consulting, solution development and implementation services and are there to guide you in making the best business decision possible, whether your AP application is managed on-premise or hosted in the cloud.

Are you ready for the next step in your Accounts Payable journey?

[CONTACT US](#)