



KONICA MINOLTA



# INTELLIGENT, AUTOMATED FINANCE MANAGEMENT

**LIBERATES RESOURCES AND  
DRIVES BUSINESS GROWTH**

Saltire Facilities Management  
Customer Success Story

Giving Shape to Ideas



## INTELLIGENT, AUTOMATED FINANCE MANAGEMENT LIBERATES RESOURCES AND DRIVES BUSINESS GROWTH

**“ACCORDING TO INDUSTRY RESEARCH, THE AVERAGE COST OF PROCESSING AN INVOICE IS £8.47 AND THE AVERAGE TIME TO PROCESS AN INVOICE IS 8.8 DAYS. AUTOMATED INVOICE PROCESSING REDUCES THIS TO £1.55 AND FOUR HOURS RESPECTIVELY.”**

### EXECUTIVE SUMMARY

Saltire Facilities Management is liberating finance to become a partner to the business. A modern, intelligent automated Konica Minolta invoice processing system – expertly created and configured to Saltire’s needs – automates everyday transaction processing, freeing resources, delivering timely insights and supporting business growth and innovation.

- Automated and accelerated end-to-end AP process
- Led to significant reduction in time and cost of invoice processing
- Liberated finance resources from repetitive transaction processing to focus on other, more strategic tasks

### CUSTOMER PROFILE

Saltire Facilities Management is one of the UK’s largest central heating and electrical service providers. Founded in 2000 and headquartered in Strathclyde Business Park, Bellshill, the organisation works in partnership with private and public landlords and local authorities. It has more than 80,000 properties under management.

### CHALLENGES

Finance is changing. It’s rapidly shifting from being a manual, transaction-intensive function to becoming a proactive partner to the business, providing the near financial real-time insights to drive innovation, productivity and growth.

Saltire is part of this transformation. The organisation needed to take control and streamline invoice processes, ensuring finance data is managed in a timely, accurate manner. The challenge was that the AP processes were performed manually. Repetitive, paper-intensive procedures were tedious for staff. They were slow. They were an expensive overhead. And it was difficult to extract meaningful financial insights from the data.

The problem was deep-rooted. Saltire’s AP team received purchase invoices primarily by email, others by physical post. The team would manually print each purchase invoice and pass it to a manager to check and approve. Often the manager would not be on site.

Occasionally, the purchase invoice would be mislaid or lost, resulting in missed payments runs and frustration from both the AP team and the supplier.

Once the sign-off process had been approved, the finance team then manually entered the invoice data into Sage 200 to confirm payment information. AP would then scan a copy of the invoice into a Windows folder and manually rename the folder so the invoice could be sourced later.

According to industry research, the average cost of processing an invoice is £8.47 and the average time to process an invoice is 8.8 days. Automated invoice processing reduces this to £1.55 and four hours respectively.

It was time for Saltire to change.





**“THE KONICA MINOLTA DIGITAL INVOICE PROCESSING SYSTEM HAS BEEN A HUGE TIME SAVER IN OUR FINANCE DEPARTMENT, AND THE INTEGRATION MODULE TO OUR SAGE 200 COULDN'T BE ANY SLICKER”**

Scott McFarlane  
Finance Manager at Saltire

## SOLUTION

The finance and IT team at Saltire engaged with Konica Minolta to discuss their AP challenges. The Konica Minolta team initially recommended a one-day workshop to discover the process in step-by-step detail. The workshop was also the catalyst for understanding Saltire's processes – and for creating a best practice finance automation migration strategy.

Scott McFarlane, Finance Manager at Saltire explains, “The Konica Minolta team were very well prepared. They understood our business, our goals and our finance model. The expert team documented all the required processes and how we could connect our new automated finance model with the existing Sage 200 software.”

Next, Konica Minolta created a comprehensive scope of works document which included planning and a detailed implementation roadmap. Once agreed, the team implemented the new document management system, including seamless integration with Sage 200. All necessary tests were conducted, followed by individual training and sign-off.

The digital invoice processing solution enables Saltire to capture incoming invoices and map correctly in Sage 200. All details, such as project code and invoice number are automatically processed, checked and captured using text recognition software and intelligent algorithms. It is all stored securely, accessible from any device and forwarded to the right team for approval.

## BENEFITS

This modern and intelligent account automation system captures all purchase invoices both electronic and hard copies. All relevant index data is captured, the purchase invoices are sent automatically to the correct approver, electronically, on a predefined workflow – on a time limited basis. Once approved, the system then matches purchase orders with purchase invoices and good received notes (GRNs). After this three-way match, the invoice is automatically uploaded into Sage 200 for payment without the need for data keying.

All original copies of the invoices can also be viewed in Sage 200 and are maintained in a secure document management system with retention policies and a full audit trail.

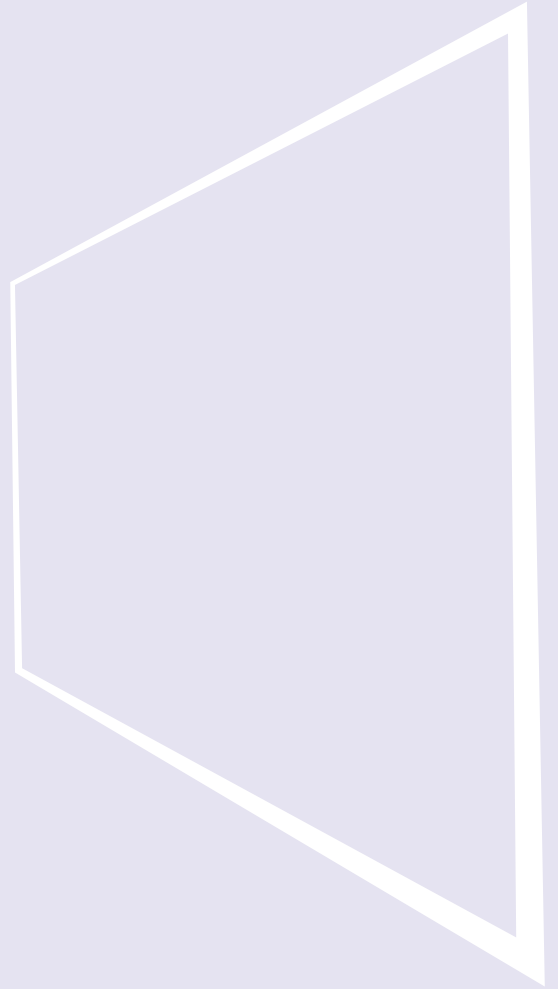
Invoice processing is now completed accurately in a fraction of the time it used to take using the old manual process. Scott comments, “The Konica Minolta digital invoice processing system has been a huge time saver in our finance department, and the integration module to our Sage 200 couldn't be any slicker. We would strongly recommend Konica Minolta for any forward-thinking organisation looking to digitise their account payable processes.”

Looking ahead, Saltire is exploring whether to deploy the document management and workflow automation system more widely in other Saltire business units. “Konica Minolta ticks all the boxes,” says Scott. “With their expert advice and guidance, we have seamless integration with our Sage 200 platform, resulting in fast, accurate and compliant invoicing at lower cost.”





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## LET'S TALK

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