



IHC in Control of its Procure to Pay Process



Key Benefits...

- Complete control of purchase process
- Electronic Ordering
- Commitment tracking
- Reduced costs
- Increased efficiency
- Improved control
- Improved supplier relationships
- Minimal staff training required
- Decreased paperwork
- Transparency at every step
- Comprehensive view of invoice status

IHC is New Zealand's largest provider of services to people with intellectual disabilities and their families. This not-for-profit organisation has history that reaches back over 60 years to a group of families who set up an association to lobby for a better deal for their children.

IHC remains firmly committed to the values these early parents represented – the inclusion of all people with intellectual disabilities in their local communities.

Controlling Purchases

In line with many organisations IHC was keen to tighten its control around the Procure to Pay process. IHC was looking for a software solution that would replace its manual processes and allow visibility to managers of all transactions taking place within their cost centres.

With offices across the country, IHC needed a system that would integrate its purchase and invoice processes to ensure visibility of transactions from all their sites. The need to match invoices to Purchase Orders and gain approval only by those with the authority to do so was key to increasing control of IHC's accounting practices.

Leading Edge Solution

Mark Rowe, General Manager of Corporate Services for IHC, "One of my team searched worldwide for a suitable and cost effective solution. In the end we found one right across the road, with Fusion5's ApprovalPlus."

Before the implementation took place, Fusion5 undertook a number of workshops with IHC. The workshops focused on the current processes and looked into ways to move the manual processes to electronic ones. "ApprovalPlus ticked all the boxes" comments Mark.

Enthusiastic Response

The ability for ApprovalPlus to integrate with IHC's existing accounting software, JD



FUSION5 CASE STUDY

About Fusion5

Fusion5 is a professional services organisation specialising in the implementation and support of business application software across Enterprise Resource Planning, Customer Relationship Management, Human Capital Management, Enterprise Project Management and IT Service Management.

Our large team of highly qualified project managers and consultants means our track record for delivering on time, on budget projects is second to none. And our ability to support a wide range of business applications means our customers can enjoy the benefits of consolidated support through a highly committed business partnership.

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Edwards, led to a smooth implementation. "Fusion5 was responsive to our requests for changes, which ensured the quick uptake of ApprovalPlus by all users. Staff found the system easy to use and this meant minimal downtime with only a couple of hours required for training, allowing us to focus on our priorities of looking after our service users." mentions Mark.

"With up to 50,000 invoices per annum, the Purchase Order module has become an invaluable part of our procedures; with employees and volunteers spread throughout the country the need for frontline managers to track all expenses was extremely important. The Purchase Order module allowed us not just to track these orders but also offered the safeguard of requiring approval by those with the authority to do so. Our Frontline Managers now have full visibility of our expenses around all our sites."

ApprovalPlus can be configured so that every approver is given a limit up to which they can approve Purchase Orders; this means staff no longer have to refer to pieces of paper. ApprovalPlus automatically controls whether a person has the necessary authority to approve expenditure and only allows those who do to be selected. IHC now utilise the Purchase Order module for the majority of the spending within the organisation, allowing for tracking of committed spend, ensuring authority has been followed for each purchase, and that the process has a solid audit trail for review.

Post Implementation Review

IHC's internal audit team have completed a review of the new system controls and design. The report showed a number of examples of best practice that the system has created:

- There is appropriate segregation of duties between originating and approving purchase orders.
- ApprovalPlus system set-up allows Purchase Order approvers to only be selected as the approver if they have the appropriate delegation for the area, facility and financial amount.
- Temporary delegations are loaded in ApprovalPlus with a specific end date of the delegation.
- Every action on a Purchase Order or invoice is logged in a history showing who completed the action.
- Where invoice amounts are above Purchase Order tolerance limits the invoice is automatically sent to be reapproved.
- ApprovalPlus interfaces with JD Edwards to automatically export all completed invoices to the General Ledger.

"We are fully satisfied with the tightened controls introduced by ApprovalPlus and the time saved by moving away from the manual processes." Mark Rowe