



CASE STUDY

OXFORD HEALTH NHS FOUNDATION TRUST

an Invoice automation workflow

Oxford Health 
NHS Foundation Trust

OVERVIEW

OHFT use FreeMind for Invoices to electronically capture and automatically process of their incoming supplier invoices. In the case of exception handling, such as invoice workflow and approval, OHFT use Share. This combined approach has helped OHFT gain control of their financial procedures by automating in excess of 125,000 invoices per annum. OHFT operates 100 sites, spread across 4 counties, therefore the organisation had an extremely labour intensive process. Consequently, OHFT struggled to keep track of their complex workflows, resulting in a lack of visibility, ownership and accountability.

THE AIM

OHFT aimed to achieve financial spend control and visibility through supplier invoice automation and the ability to access information on demand. A key focus was to improve supplier invoice data accuracy through eliminating manual errors, reducing unnecessary delays and more easily identifying duplicate invoices. Having a system in place that was able to streamline the way invoices were tracked and authorised was also a major priority; indicating clearly who did what and when. Secondary goals included decreasing pressures on staff during busy periods such as year-end. There was also the goal to boost staff productivity by reducing the time spent on supplier enquiries, manual data entry and searching for misplaced invoices. In full, the organisation aimed to implement a solution whereby they could attain full visibility, improve Purchase-To-Pay cycle times and gain control of their Accounts Payable process from both an operational and financial point of view.

ABOUT OXFORD HEALTH

In 2005, Oxford Health NHS Foundation Trust (OHFT) chose ITESOFT, a leading developer of automated document processing and Purchase-To-Pay (P2P) solution, to streamline their Accounts Payable process. This forward thinking approach from OHFT was a driving factor in the evolution of their shared service centre in Oxford.

OXFORD HEALTH

- Limited charity
- 100+ office locations
- £500m property portfolio
- 4 AP staff
- 60,000 invoices per year
- Cedar financial system



THE MANUAL SYSTEM FACED FURTHER CHALLENGES

- Invoice volumes increasing at a rate of 10% a year
- No signature limit or cost centre checking
- Pressures from the government for tighter regulatory compliance
- Loss of paper invoices
- Complicated audit trail
- Payment delays

MAIN CHALLENGES

- Control & Visibility: uneconomical business processes and inefficient payment cycles
- Auditability: staff focused on data entry and lost documents, rather than higher level tasks
- Accountability: a complex approval and decision making process

LATEST BENEFITS

- Reduced operating costs – AP team has now reduced from five people to four, whilst invoice volumes have more than doubled
- Staff productivity has increased by 78%
- Faster resolution of blocked invoices:
 - Low value invoices are auto-approved
 - Workflow reminders help minimise year-end work
 - Overall the time saved by the business is equivalent to 16 full-time employees in a year
- Improved data quality – 80% first time OCR
- Early payments are earning supplier discounts, and enhancing working relationships

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“ITESOFT delivered a superior solution that was able to adapt to our specific business requirements. Their professional and supportive attitudes enabled us to deliver a highly successful P2P project”

Guy Turton, Financial Systems Operations
Manager at OHFT

