



CASE STUDY

NETWORK RAIL

ITESOFT supports

NetworkRail with finance automation solution



ABOUT NETWORK RAIL

Network Rail runs, maintains and develops Britain's rail tracks, signalling bridges, tunnels, level crossings and many key stations. They transport 1.7 billion passengers yearly, maintain 32,000 bridges and tunnels, 8,200 commercial properties and have 20 managed stations.

In 2011, Network Rail chose ITESOFT to support a major project to improve and integrate their finance solution. Project SWIM (scanning, workflow, invoice management) began in November 2010, and today the company still works closely with ITESOFT on upgrades and improvements.

MAIN CHALLENGES

- 423,000 invoices a year, on average 1600 a day
- 30 staff working to input, approve and validate invoices
- Average of seven days to clear an invoice
- More integrated approach necessary
- De-supported current solution

THE AIM

With a huge amount of invoices going through Network Rail every day and with a long processing cycle, Network Rail decided it was time to explore new finance solutions. Their main requirements were a more automated and integrated approach and a similar way of working to limit the impact on users. Not only did they implement ITESOFT in 2011, they had also undergone an Oracle R12 upgrade later followed by Oracle eBus Tax. Their huge efforts during this challenging finance journey have been extremely successful.

”

Invoice rejection is decreasing period on period and that's been the case for the last three years, and that's because of the information we extract out of ITESOFT"

IN SHORT, NETWORK RAIL

- Public sector company
- £ 6,087m revenue in 2015
- 20 AP and 10 Procurement staff
- 1 million supplier invoices, 432,000 paper invoices per year
- Oracle ERP finance system



HOW DOES ITESOFT WORK WITH NETWORK RAIL?

30% of invoices are still paper, and 30% are PDFs via email – everything is captured in ITESOFT capture solution.

ITESOFT then recognises the data and populates 12 fields. When the new software was first implemented, Network Rail used templates to help the process, but nowadays, 45-50% of invoices, some days even 60% go through the system with no touch or templates. On top of that, with the ones that are touched, the number of fields that need recognising has reduced dramatically.

Rejections also go out of the solution, for example an invoice without a PO number, suppliers are emailed directly and periodic analysis is done to see the most commonly rejected suppliers, and their reasons – all of this data is extracted from ITESOFT.

Invoices are then matched at line level – 82% of invoices go through there without anyone having to look at them.

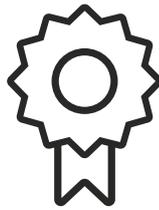
MAIN BENEFITS

- Reduced operating costs - AP team has now reduced from 20 people to 14, and Procurement staff reduced from 10 to 4
- Reduced processing costs by 60%
- Reduced processing times by 90%
- Support calls have decreased from over 6,000 to below 4,000
- Invoice matching automation 82% - rejections decreased and better analysis in place

ITESOFT

Solutions for automated document capture and business process management

itesoft.com



WHY NETWORK RAIL CHOSE ITESOFT

- Reduced processing cycle times to 1.2 days, industry average is three days
- Hackett benchmark Accounts Payable as world class against peer group
- Constant and valuable advice from ITESOFT
- Less complicated relationship with just one supplier
- Quick and professional support on issues