

Akiko 101

An Invoice Processing Case Study – Pharmaceutical Industry

- **The Client** – One of Australia’s leading health & beauty Retail Company and Pharmaceutical Distributor that operates a wholesale product delivery, retail services, marketing program and business advisory service. They are highly competent in product manufacturing, supplying the Australian and New Zealand markets.
- **The Challenge** – How to recognise, sort and process substantial volumes of invoices received daily and how to integrate invoices with PO and ERP systems.
- **Current Process** – These invoices are sorted manually by the customer as each is received. Each invoice is then manually keyed into the ERP system.
- **The Issue** – This process results in incorrect invoice classification, incorrect data captured and over-all delay.

The Solution – Akiko’s first step was to obtain the Company business rules, for example:

- How each invoice is to be classified
- Which fields/data need to be extracted
- In what format should the results be delivered
- How to manage an invoice that does not contain the required data
- How to manage an invoice that does not match and existing format
- How to manage an invoice that does not match at purchase order

Subsequently, thousands of invoices each day were forwarded to Akiko. These invoices were then processed by the agreed guidelines, ensuring high accuracy and quality. All images and data contained in each were also kept confidential and in safe storage.

The Results

- Systematic sorting and recognition of all Invoices
- Dramatic improvement within the processing time from weeks to within 24 hours turnaround time
- Electronic and automated management of invoices with easy retrieval of invoice data and image
- Decreased error, and FTE with over-all positive effect on the company’s cash flow and customer service

Business Process Outsourcing/Offshoring is one of Akiko’s innovative services that has successfully assisted several Australian companies process their documents.



The CEO’s Welcome! G’Day and welcome to our first “Newsletter”. As part of Akiko’s growth and development, we feel it is important for us to keep you (our associates and clients) informed of the activities and all the fun we are having while we service your requirements, especially when it comes to Business Process review, optimisation and outsourcing. I am sure you will enjoy our light weight newsletter and snippets of news from around the world.

We will appreciate feedback, comments and criticism – it will not only give us an opportunity to serve you better but also to improve our communication with you. – Sunil K Jha

Akiko Insights



Investment in BPM solutions can be made in stages, tackling specific processes to 'cherry pick' business performance improvement and ROI. There is no need for major 'up front' capital investment, long delivery lead times or reliance on IT. Momentum can be built rapidly by conducting BPM pilot projects.

Business Context

Most organisations face the challenge that costs are too high and productivity too low. Boards, executives and senior management face increasing pressure to improve business performance, by implementing new business strategies, operating models and generally improving existing operations. These challenges need to be faced in an increasingly complex environment, characterised by:

- High risks related to competition, governance, risk, compliance, sustainability and security
- Workforce instability, with high turnover/loss of management and staff
- Rapidly changing technology innovation that is driving complex enterprise architecture and investment decisions, followed by disruptive technology implementation

Simply cutting costs to improve the bottom line is a short term option, but without sustainable productivity improvements as well, this approach will quickly/inevitably lead to a down-grade in business performance.

BPM is a technology-enabled management and operations discipline, which addresses this dilemma through improved resource utilisation, making organisations more process-oriented, agile and resilient to change.

Business Process Management (BPM)

From a business performance perspective, important characteristics of a new BPM paradigm are:

- Integration of business processes and technology (e.g. accessing ERP systems from processes), leveraging existing technology to improve individual/group productivity and business performance
- An environment where management and staff can collaborate more productively, with improved process visibility, compliance, performance analysis and flexible resource utilisation
- An ability to implement formalised process management selectively and incrementally, addressing key processes where the greatest productivity gains can be achieved ('cherry picking' ROI)
- An ability to rapidly implement and adapt business processes to match business strategies
- Breakthrough BPM technology enables integrated mobile process apps, social and cloud access

BPM is business-driven, not constrained by IT investment. Key stakeholders and business managers can set priorities for tackling business performance improvement. There is no need for major 'up front' capital investment, long delivery lead times or reliance on IT departments. BPM Pilot Projects are simple to establish and execute if participating business areas are engaged and motivated to achieve 'early wins'.

Akiko Heads Up!



Akiko's refreshed [website](#) is now up and live!
Please also visit and like our [Facebook](#) page too!

Let us help you and your business.
For enquiries and more information please contact us at info@akiko.com.au