

"With less manual effort and automated integration into our ERP system, Transform AP helps individuals do their jobs more effectively."

*-Darrin Jameson
Director of Transactional Accounting,
Nelnet, Inc.*



How Transform AP® Modernized the Accounting Process at Nelnet, Inc.

Company Profile

Customer: Nelnet, Inc.

Industry: Finance

Solutions Utilized: Transform AP® for Microsoft Dynamics® GP

Business Overview: Nelnet Inc. helps students, families, and organizations by providing a diverse offering of educational and business solutions.

Previously an education financing and planning company, Nelnet's innovation and diversification has led to increased complexity in many operational areas.

Case Study Highlights

- Two- to six-day processes reduced to a single day
- Increase in volume of invoices processed without adding staff
- Remote processing time decreased 80 to 90%

Challenge

Nelnet's accounting department handles numerous check requisitions on a daily basis. The department directs requisitions for both internal and external clients, which means organization is of the utmost importance. In 2007, the Accounts Payable department was working within an inefficient and expensive paper-based system. As the company continued to grow and change, the Accounts Payable department realized they would need to increase efficiency in order to keep up with rising demand for their services. Bottomline Technologies conducted an analysis of the AP system and was able to identify the following issues impeding Nelnet's service:

- **Time-consuming processes.** Inefficient processes often caused Nelnet to incur penalties and charges from late payments, which decreased cash flow.
- **Manual procedures.** Necessary approval and oversight from multiple workers was often confusing and led to errors, especially if there was a staffing change.
- **Lack of visibility.** Nelnet's paper-only process meant documents could not be easily tracked as they went from person to person in the department.
- **Unsecure storage options.** Paper documents, often containing sensitive information, were not always stored in the correct location and could not be easily retrieved.

Solution

Nelnet chose Bottomline Technologies' Transform AP, a SharePoint®-based accounts payable invoice automation system to help streamline processes while using existing hardware and software.

While many invoice automation systems require the addition of significant hardware and software to an existing system, Transform AP easily integrated with Microsoft Dynamics GP and sits on SharePoint to make it an efficient and cost-effective solution. Transform AP bridges the gap in processing by importing paper and electronic invoices into one system. Invoices are then processed through a highly visible AP system, a nearly instantaneous approval process, and a full suite of auditing and reporting tools.

Results

Productivity has greatly improved for the accounting department since the switch to Transform AP. Nelnet's Accounts Payable team has faced an increased payables volume and maintained its level of service without hiring additional workers.

Nelnet was able to affect positive change after switching to Transform AP, in the following areas:

- **Efficiency.** Accounts payable is now able to process more requests through automated quality control and credential verification. It has also become easier to train associates to submit requests.
- **Automation.** All origination, coding, and approval processes, both paper and electronic, are managed through one system, ensuring adherence to compliance requirements automatically.
- **Visibility.** Transform AP quickly resolves bottlenecks and vendor disputes. It also uses electronic forms to deliver exception and approval interaction via email.
- **Effective storage.** All payables-related documents are now stored in one place—SharePoint. Further, all relevant documents are linked and searchable with the “find-it” key.

About Bottomline

For more than 20 years, Bottomline has been focused on software applications that optimize document-driven processes. As a result, Bottomline possesses both the proven solutions and the tested domain expertise to deliver consistent customer value and significant return on investment.

A leader in payment, document and invoice automation, Bottomline's solutions have been successfully installed for more than 10,000 corporations, financial institutions and healthcare organizations around the globe.



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