Bottomline Technologies®

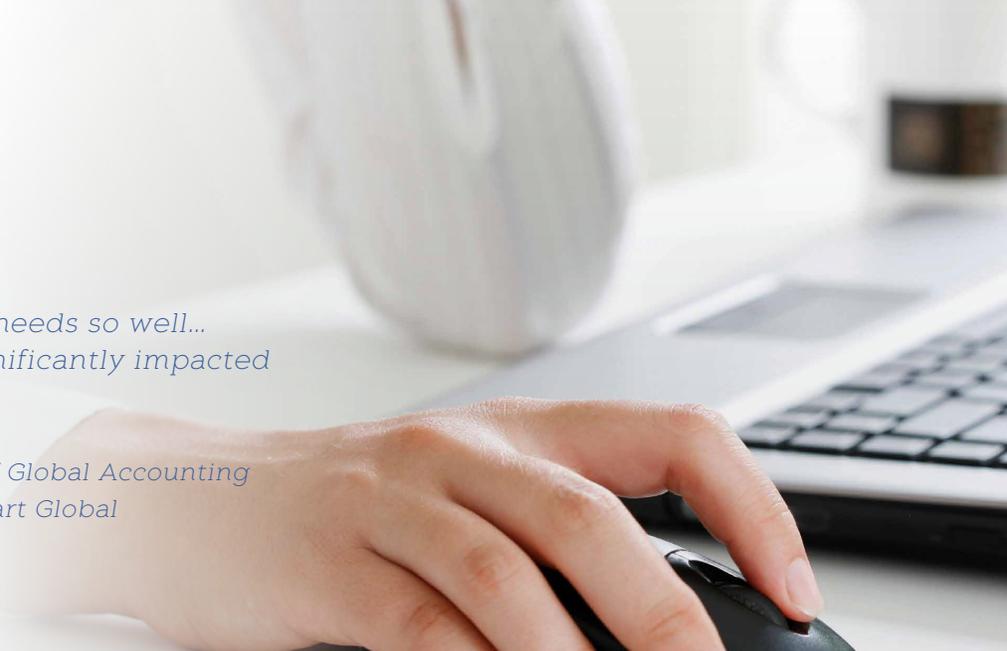*"Because the system fits our needs so well…
our IT staff has not been significantly impacted
by the implementation."*

*-Wade Smith, former Director of Global Accounting
and Financial Reporting, Taggart Global*

Taggart Global Cleans Up AP Invoice Processing and Expense Reporting

Company Profile

Customer: Taggart Global, LLC

Industry: Construction

Solutions Utilized: Transform AP®
for Microsoft Dynamics® GP

Business Overview: Headquartered
outside of Pittsburgh Taggart Global
is the leading provider of coal
preparation and material handling
services in North America.

Case Study Highlights

• Reduced unprocessed invoices at
  month end by 60–80%

• Reduced invoice processing time
  from two weeks to several days

• Provided self-service access to
  documents for Project Managers,
  resulting in less inquiries to the
  Accounts Payable department

Challenge

Taggart Global builds and operates state-of-the-art coal preparation plants and
material handling systems worldwide. In addition to its 14 permanent utility sites,
Taggart is constructing 20 to 40 new sites located around the world at any given
time. Each of these sites works with multiple vendors resulting in more than
30,000 invoices per year that are processed by Taggart's Accounts Payable staff
of three. Nearly all of these invoices—approximately 99%—are paper. Before
these invoices can be processed and paid, they must first be sent to the on-site
Project Managers (PMs) to verify delivery of goods and services, resulting in
additional shipping and mailing costs as well as occasional delays.

Adding to the Accounts Payable staff's workload is a large number of expense
reports. With so many on-site PMs working away from the office, Taggart strives
to process travel expense reports on a weekly basis to alleviate the financial
burden on the employee. This results in the mailing and processing of 80 to 100
paper expense reports each week.

Recognizing the inefficiencies in their invoice and expense report processing,
Taggart identified the following key issues that would need to be addressed with a
new automated payables system:

• **Efficiency.** Mailing invoices and expense reports between construction sites
  and headquarters caused considerable delay in the approval process.

• **Cost**. The frequent mailing and shipping, coupled with inefficient processing,
  led to high mailing costs as well as frequent late payment penalties.

• **Usability.** Dealing almost exclusively with such a high number of paper
  invoices was inefficient, as a significant amount of manual sorting and data
  entry needed to be completed each day.

• **Reporting & Auditing.** Sending and receiving a large number of invoices
  through the mail resulted in inaccurate reporting and auditing headaches at
  each month's end.

Solution

Taggart initially interviewed four vendors about automating their processes and ultimately chose Bottomline Technologies because Transform AP was flexible and therefore could work with Taggart's proprietary project management software. Bottomline Technologies promised to deliver invoice automation software with the Advanced Extraction Module that features intelligent Optical Character Recognition (OCR). The solution fully integrates with Taggart's project management and Accounts Payable software, offering custom software functionality with off-the-shelf pricing.

Transform AP provides a table-driven interface that allows for an additional layer of internal controls to help determine approval workflow. But beyond that, Transform AP supports multiple currencies and provides the workflow integration with the expense reporting functionality through Taggart Global's project management database. The solution provides the capability to automatically enter a payment transaction into Microsoft Dynamics GP, Taggart's ERP system, at the beginning of the workflow and then automatically release the payment after invoice approval. This allows Project Managers to approve invoices remotely after delivery has been verified.

Results

Transform AP completely transformed Taggart Global's invoice processing and expense reporting structure, creating a simpler, more efficient and cost-effective process.

The Accounts Payable staff now has full control over invoice and expense reporting at every stage of the process, and are able to better collaborate with the PMs who have been empowered to manage the invoice process.

The new system has delivered improvements for each problem area, including:

- **Efficiency.** Integrated submission, reporting and approval processes allow project managers and accounts payable staff to seamlessly move invoices through the manual process.

- **Cost.** Mailing and shipping costs have been reduced significantly, as have costs associated with related manual processes.

- **Usability.** The new system is clean, intuitive and user-friendly, creating a more streamlined workflow for payables staff.

- **Reporting & Auditing.** Tracking invoices and expense reports is much simpler and the problem of lost invoices has virtually been eliminated.

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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Bottomline Technologies

Bottomline.com

Corporate Headquarters
Portsmouth, NH 03801 USA
tel 1.800.472.1321, +1.603.436.0700
email info@bottomline.com

Europe, Middle East, Africa
Reading, Berkshire RG17 JX UK
tel +44.118.925.8250
email emea-info@bottomline.com

Asia-Pacific
Hawthorn East, VIC, 3123 Australia
tel +61.3.9824.6888
email ap_info@bottomline.com