



TRRS keeps it cool on the road with Medius AP Automation



Case study

The Company

TRS is a recognised leader in refrigeration services and support for the Australian refrigerated transport business. TRS has been providing clients with the products and services they need to run their businesses efficiently and profitably for over 40 years, delivering everything from fresh food to healthcare products to plants and flowers.

Success story summary

TRS, a leading provider in refrigeration services and support for the Australian refrigerated transport business, sought a new AP automation solution for their geographically dispersed branches across Australia.

Processing approximately 750 invoices per month, they required a secure, robust, cloud-based solution with seamless integration to their MYOB Advanced ERP system, across multiple sites.

Medius AP Automation ticked all the boxes for AP in efficiency, simplicity, and cost.

With Medius, in partnership with Ricoh, TRS reduced errors in the AP process and streamlined its accounts payable process across Australia. The system is easy to use making it a great experience for end users and the business.



With Medius, our accuracy has improved greatly. We can now process freight charges, whereas our previous system couldn't. The accuracy of Medius is much better as well as the ease of use. It's been an excellent contributor to the business and has met our expectations.

Daniel Wilton, General Manager, TRS Services

Seamless deployment across multiple sites

With multiple sites across Australia, TRS required an AP solution that could be implemented easily and a user interface that made it easy for its end users.

“Our main challenge is being geographically dispersed with branches across Australia. We wanted a centralised workflow for AP in one office and not in the branches in order to reduce errors and requirements for manual intervention,” says Wilton.

“We wanted a system that could do it all properly with easy access to historical data and smarter workflows.”

“The support through the implementation phase was very good and the full feature set sold was delivered.”



Streamlined AP process

Through the implementation of Medius AP Automation the company has been able to streamline its accounts payable process. They also have easy access to historical data and can quickly find information that they need. Improvements to visibility and an easy-to-use interface have greatly improved the AP process for TRS.

“The previous system had separate applications for OCR and workflow. The data integration was problematic, data capture was cumbersome to work with, and we had issues with transactions either getting stuck or looping. The data accuracy has improved significantly after the implementation of Medius, along with ease of use. Medius has been a very good contributor to the business,” says Wilton.

“The adoption of Medius was extremely straight forward. Using widgets on dashboards is not quite as intuitive but once it’s set up and you know what you’re doing, it’s a lot better.”

“We have easy access to information including historical data. If we want to see an invoice from a vendor quickly, it is easy with Medius.”

“The user experience has been positive. With our previous solution, there were multiple errors, such as incorrect account details, missing invoices etc. These problems are eliminated with Medius and the accuracy and ease of getting an invoice through to a vendor account is so much more intuitive.”

Efficiency gains

With the AP process now centralised TRS has reduced both the burden on branches but also the errors, improving efficiency. Manual tasks have been significantly reduced in the accounts payable team with benefits across the business.

“A major issue for us prior to Medius was having invoices processed through the branches. It was a big chore and cumbersome process to fix errors. With Medius, this has disappeared. Whereas we may have had 5% errors before, with Medius it is now 0%,” says Wilton.

“We’ve reduced the processing of invoices in our service offices with more than 80% and our procurement department has experienced a reduction of more than 90% due to the matching and management of freight in Medius. It is a genuine exception management process we have introduced for our procurement users. The admin burden has evaporated with Medius.”

Medius and Ricoh partnership **delivers** **a better AP solution** **for TRS**

A long-term Ricoh customer, TRS made the decision to implement Medius based on the recommendation from Ricoh. Through the partnership between Medius and Ricoh, TRS now has a robust AP automation solution that has met their expectations.

"This was the first implementation that Medius and Ricoh have completed together, and it met our expectations. It was delivered on promise. Ricoh did well at a time where we were implementing a new ERP system to bridge the two together and Medius delivered in every area that it said it would," says Wilton.

"Medius and Ricoh did well to get it all up and running on

time for us. We didn't have any issues with support from them or being able to deliver."

From Ricoh's perspective, the choice to recommend Medius was a simple one. "Medius's deep expertise in invoice processing and their robust platform made them the ideal choice of partner for addressing TRS's challenges. Combined with Ricoh's technology and business process expertise, together we were proud to deliver this transformative solution to TRS, enabling their employees to be freed from low-value tasks to focus on high-in-value deliverables," says Nick Barbagiannopoulos, National Manger for Digital Services - Sales at Ricoh Australia.

RICOH
imagine. change.

About Medius

Medius AP management software replaces the work and worry of invoices with AI and automation. Medius goes far beyond basic automation by using artificial intelligence to do the work - so invoices get coded, approved and paid, and your business can trust your budgets and forecasts without the fear of potential fraud. And you won't have to worry about implementation and ongoing administration costs, because you'll start seeing the value immediately and the innovation won't stop. To learn more, visit medius.com.



www.medius.com

© Copyright 2023 Medius. All rights reserved.

The information contained in this document is general in nature and provided as reference material only.

This document is furnished as is without warranty of any kind. Specifications are subject to change without notice.