

# Scaling smart: David Lloyd Leisure's AP automation success with Medius

# The Company

David Lloyd Leisure started in 1982 with a single club in Heston, UK, and has since grown into one of Europe's leading, premium health, fitness, and wellness club chains. With 134 locations across the UK and mainland Europe, it serves over 750,000 members and offers not just gyms but a complete lifestyle experience - from heated indoor and outdoor pools and luxury spas to racquet sports, kids' clubs, and dedicated work and social spaces.

Their goal? To help members achieve a balanced, sustainable approach to wellness. But behind the scenes, their **finance team faced a growing challenge** in managing their **accounts payable (AP) operations**.

# The challenge

## A growing business, a strained AP process

Running a premium health and wellness brand means juggling thousands of vendor payments, instructor fees, and operational costs. The finance team at David Lloyd Leisure processed over **18,000 invoices every month** - 9,000 from vendors and another 9,000 from self-employed class instructors.

"We tried automation before but never really switched it on properly. That meant everything was still being handled manually, and as the business grew, we knew we had to make a change." - Fiona Vashi, Head of Transactional Processing Projects

A shift to Microsoft D365 was the perfect opportunity to rethink and streamline their AP function. They needed an automation solution to handle high volumes while making life easier for the finance team.



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Fiona Vashi, Head of Transactional Processing Projects

# The solution

## A smart, phased approach to AP automation

Rather than flipping the switch overnight, David Lloyd Leisure took a phased approach to automation with Medius. This gave their team time to adjust, ensuring accuracy and efficiency at every step. Here's how it played out:

### Gradual rollout for maximum accuracy

*"The [executive] team was eager to go full automation from day one, but we had to prove that slow and steady wins the race."*

By allowing the system time to learn and adapt, the finance team avoided early frustrations and ensured sustainable success.

### Optimizing invoice capture

In the early days of implementation, a backlog of invoices was piling up. Medius and its partners stepped in, helping to capture **over 4,600 invoices in the first two weeks**. This extra support helped clear the backlog and set the stage for automation.

### Fixing routing issues with smarter PO validation

One challenge? Invoices were being sent to a single email box but needed to be categorized into **19 different legal entities**. Suppliers weren't always using the right PO numbers, causing mismatches. Medius solved this with a **custom API rule** that validated PO prefixes, ensuring invoices landed where they belonged.

### Focusing on high-volume suppliers first

With 7,000 suppliers in total, it made sense to start with the most impactful ones. The team focused on **50-70 key suppliers**, significantly improving automation rates from day one.



# The results

## Faster, more accurate & scalable AP operations

David Lloyd Leisure's AP transformation delivered measurable improvements, making invoice processing faster, more accurate, and less reliant on manual effort.



### Higher automation rates

More invoices are now processed without human intervention, reducing manual workload and errors.



### Faster approvals

Automatic routing ensures invoices reach the right approvers without delays.



### Improved accuracy

AI-driven capture and PO validation have minimized manual corrections, ensuring invoices get correctly categorized across 19 legal entities.



### Rapid backlog clearance

Medius helped capture 4,600 invoices in just two weeks, eliminating processing delays.



### Optimized supplier management

Prioritizing 50-70 key suppliers out of 7,000 accelerated automation adoption and improved efficiency early on.



### More time for strategic work

The AP team can now focus on higher-value financial tasks instead of manual processing.

By taking a phased, strategic approach, David Lloyd Leisure has turned a once-cumbersome AP process into a fast, accurate, and scalable system—and they're just getting started.

# Looking ahead

## Continuous Improvement with Medius Elevate

David Lloyd Leisure isn't stopping here. They joined **Medius Elevate**, an advanced customer advisory program, to take automation even further.



We're already seeing value from Elevate - identifying suppliers who need to tweak their invoice formatting, training our team on better capture methods, and ensuring we're getting the most out of Medius.

# Final thoughts

For other businesses looking at AP automation, David Lloyd Leisure's advice is simple:

- **Work with an implementation team that understands your business needs** - not just the software.
- **Involve your finance team at every step.** Don't leave it all to IT.
- **Go at your own pace.** Automation works best when fine-tuned to your business.

By taking a thoughtful, phased approach, David Lloyd Leisure has turned a once-cumbersome AP process into a **fast, efficient, and scalable system.**



My advice to anyone going on a similar journey is to make sure that whoever you are using to implement your system... understands your business fully, i.e., what are the pain points, what works now that you want to keep doing, what processes are unique to your business.

Fiona Vashi, Head of Transactional Processing Projects

# 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](https://medius.com).





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