



How Marshall's PLC went from paper-heavy AP **to** **paperless, streamlined** **automation with Medius**

The Company

Marshalls plc is one of the UK's leading manufacturers of sustainable solutions for the built environment. Founded in the 1890s, Marshalls has helped shape iconic spaces across the nation, from homes and hospitals to town centres, roads, and water systems.

The company has three main divisions: Landscaping, Building, and Roofing. Its products include paving, drainage, concrete bricks, aggregates, and pitched roof systems and integrated solar technology through its Marley Roofing and Viridian Solar businesses.

Managing 125,000–175,000 invoices annually across multiple entities in Microsoft Dynamics D365, the accounts payable (AP) team set a clear goal: to achieve full paperless operation.

The challenge

Manual entry and fragmented processes

Before Marshalls implemented Medius, their AP processes were very manual. **About 60% of invoices came in through email or post**, and **nearly half of the small AP team spent most of their time managing inboxes and entering invoice data** into the ERP.

This took up a lot of resources, led to frequent errors from manual entry, and left little time for the team to focus on more valuable tasks.



It was really resource-intensive and wasn't giving the team much job satisfaction.

Nick Haigh, Director for Financial Process & Transactions, Marshalls

The solution

Medius Accounts Payable Automation - A system that can grow with Marshalls through acquisitions

Marshalls selected Medius to modernize its AP function, launching a small pilot in late 2022 before rolling out site by site in early 2023.



Paperless processing

Full elimination of manual paper handling.



Error reduction

Automated capture and validation significantly reduced manual entry mistakes.



Audit trail and reporting

Access to full invoice history, comments, and better analytics with stronger KPIs gave AP leaders deeper insights than ever before.



Higher straight-through processing (STP)

STP rates increased from **30% to 60%**, with further improvements targeted.



User-friendly access

Both AP staff and site teams adapted quickly, thanks to its easy navigation and clear workflow visibility.



Scalability

The system helps Marshalls grow through acquisitions without needing to add more AP staff.



The short payback period was key, around 1.5 years. Medius could scale with us, enabling us to handle acquisitions without growing the team.

The results

Efficiency, vendor focus, and empowered teams

The impact across the business has been clear:



Cost savings

Improved AP efficiency cut processing costs and eliminated the need to hire more staff as the business grew.



Team focus and supplier satisfaction

Staff shifted from data entry to vendor-facing tasks, making the supplier experience better.



Timely reporting

Analytics and scheduled reports now offer better control and visibility across all sites.



Change management success

It took some time to build trust in the system, but user adoption has been strong thanks to its simplicity and solid support.

Haigh says, *"The AP team finds it very user-friendly, they like that they can interact with the system and really add value to their role. For those outside of accounts payable, that user-friendly feel of Medius means that they're confident to go and use the system, they can access the invoice copies, they can see the workflow, and it's made everyday tasks just a little bit easier."*



For me, it's all about gaining trust in the system. Once people saw invoices flowing through Medius, confidence grew quickly.

Lessons learned

Advice for others

Based on their experience, Marshalls recommends:

1. **Be patient with capture:** Training the system to read invoices takes time, but accuracy improves steadily.
2. **Resource UAT properly:** AP must create scenarios and dedicate time to testing to avoid issues post-go-live.
3. **Clarify roles early:** Define who can update invoice templates to prevent confusion.
4. **Work closely with Medius:** Leverage customer success for top tips, support escalation, and reporting guidance.



Every issue you catch in UAT is one less to manage after go-live.

Looking ahead

Deeper automation and analytics

Marshalls continues to push for higher STP rates, aiming to exceed the **65% industry benchmark**. The team is also exploring:

- **Scheduled reporting** to support site administrators.
- **Supplier statement reconciliations**, a feature expected to free even more AP capacity.
- **AI-driven enhancements** in Medius to add value across the end-to-end process.



We wanted to be paperless, and we got there. Now the goal is to raise our STP rates even higher and keep improving vendor experience.

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.



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