Medius AP Automation creates a **healthier invoice processing** system for LifeHealthcare

LifeHealthcare > Orthopaedics

● medius

Case study

![LifeHealthcare Orthopaedics logo]

The **company**

Formed in 2006, LifeHealthcare is a medical device company focused on providing access to world-leading medical devices for Australian and New Zealand patients, while ensuring long-term economic sustainability for our healthcare system. LifeHealthcare has a broad portfolio of products in various channels that include Spine, Orthopaedics, Robotics, Plastics and Reconstructive Surgery as well as Interventional Neuro-Vascular surgery. The company now employs over 200 people throughout Australia and New Zealand.
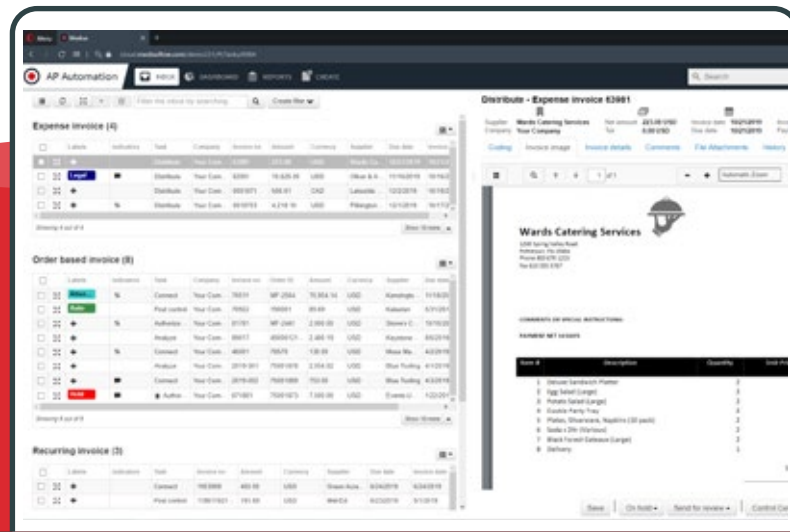
Success Story
Summary

LifeHealthcare, a growing medical device organization sought an accounts payable automation solution that could handle a high inventory of stock with multiple line items.

They required an out-of-the-box, secure and robust, cloud-based solution that could integrate to SAP.

Medius AP Automation checked all the boxes for efficiency, security, and proven implementation experience.

With Medius, LifeHealthcare now has a solution that can manage the volume and complexity of invoicing for a high inventory business with multiple line items that will meet the demands of the company as it grows.

Quality of
data capture

The existing system for LifeHealthcare was not appropriate for the growing nature of the business. A main challenge faced is the high complexity of invoices. While the volume is approximately 2000 per month, the invoices are inventory based and could be as long as 20 to 100 pages requiring significant manual work. Additionally, invoices could range from $20 to $2 million, with multiple line items.

Medius was able to handle the complex nature of invoices in the standard system, including attaching supporting documents, the capture and matching of line items. With Medius, LifeHealthcare can track different purchase orders on one invoice which has resolved a lot of issues for the business.

"Our overseas suppliers would send invoices for shipments that became mixed up due to multiple line items and purchase orders. This created headaches when done manually and our previous AP system could not handle it," says Rebecca Moxley, Group Financial Controller.

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A really positive outcome for us was the quality of the data capture.

Hanny Suryadi, Finance Manager, LifeHealthcare

Ease of implementation and user-friendly system

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> **Medius has given the business visibility and control. It will continue to give our employees access to self-service.**
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> **Hanny Suryadi, Finance Manager, LifeHealthcare**

Lifehealthcare was looking for a solution that was easy to implement with little customization involved. Medius was able to offer a simple, out-of-the-box solution that only required a single customization for cost center reference. The system met the needs for LifeHealthcare, including freight and line items, making it a cost-effective solution for them. In addition, scanning and automation occurs in the one system whereas with the previous system they would have one system for data capture and one for processing. Medius was able to handle both, making it a one stop shop.

"It's been a really positive experience for us. We've been through a lot of system implementations in the past three years and Medius was the smoothest of them," comments Moxley.

"Overall Medius has been a worthwhile system implementation that has given control and scope back to the business to allow us to grow," comments Rebecca Moxley, Group Financial Controller.

"Medius is very user friendly and intuitive for non-finance personnel. Users can see and follow up the current status, if it is paid or not plus payment date. It's a great feature to have," comments Hanny Suryadi, Finance Manager.

Cost savings

Through implementing Medius AP Automation LifeHealthcare has been able to streamline its accounts payable process and make efficiency gains in the finance department, giving the business the opportunity to grow without additional resources. Manual tasks have been reduced in the accounts payable team freeing up time and allowing the business to grow without needing additional AP head count.

"We managed to integrate three business units and haven't required an extra team resource," says Rebecca Moxley. "This has given us the opportunity for growth."

"Additionally, we've saved time due to the data capture capabilities of Medius and its ability to handle freight," says Jadwiga Wojciechowski, Accounts Payable Supervisor.

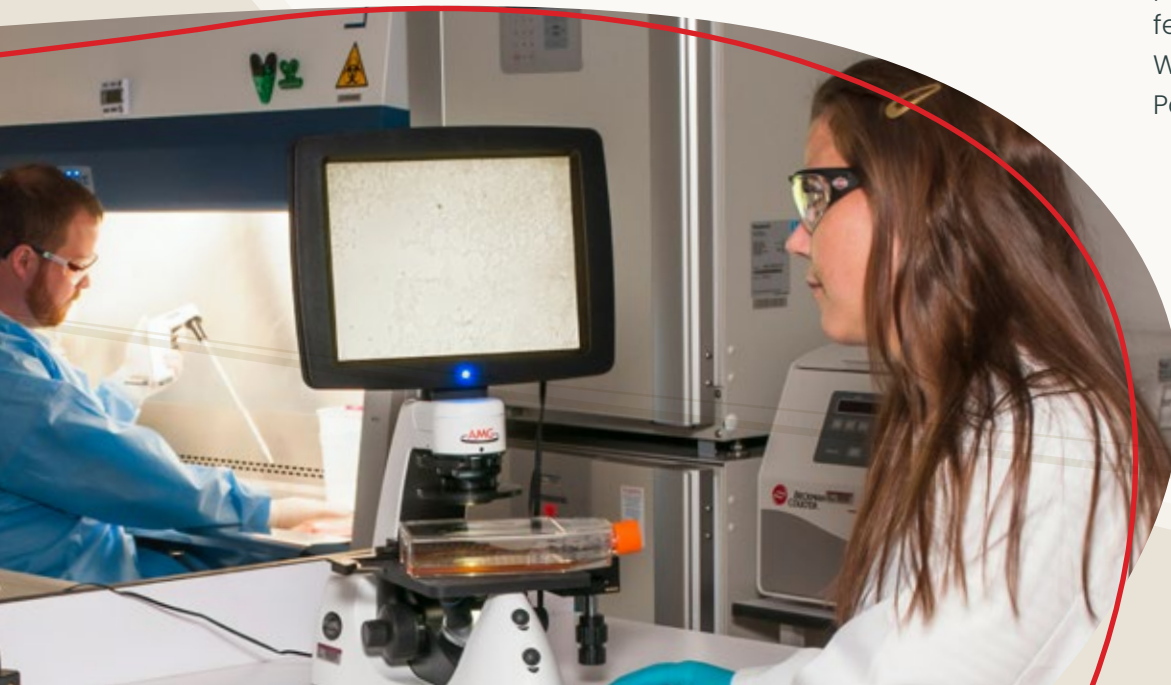> **The hours spent on manual work has reduced dramatically.**
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> **Rebecca Moxley, Group Financial Controller**

Visibility
and control

Medius provides the reporting and visibility of invoice volume and activity that LifeHealthcare requires. The analytics feature of Medius allows the business to track and report on AP processes to keep on track with KPIs.

"The feedback from the business has been really positive around the reporting features," comments Jadwiga Wojciechowski, Accounts Payable Supervisor.

"Reporting and analytics was one of the measurable outcomes that we wanted in an AP Automation system. I really like seeing spending on freight invoices. In terms of visibility – I can't fault it," says Rebecca Moxley.

Thorough scoping a key to success

The implementation of Medius occurred during the Covid-19 lockdown which presented some challenges for the business, including training, which was initially done virtually. Ensuring that the business is prepared and the project well scoped was key to a successful implementation.

"Make sure you scope it properly and know your own processes. There were certain things we missed even with people having experience in AP automation," notes Moxley.

"As expected, the first few months after go-live presented some challenges for some of our end users, so making sure you have provided good training is crucial. There is a lot of functionality available to automate processes including accounting templates, and terms used in the system. Setting aside dedicated time for the team and not treating it as a BAU task is important," says Hanny Suryadi , Finance Manager.

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The transparency of the system is really great and what worked for us, that we can recommend to other companies looking to embark on automating, is to engage others in the business to show the benefits of Medius early on, for an easier transition.

Jadwiga Wojciechowski, Accounts Payable Supervisor

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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