



From manual bottlenecks to **AP** excellence

How Thorlux transformed
accounts payable with Medius



Case study

The Company

Thorlux Lighting is a globally recognized manufacturer of luminaires and lighting control systems, providing innovative lighting solutions and services since 1936. Headquartered in Worcestershire, Thorlux manufactures over 90% of its products in-house and operates as part of the FW Thorpe Plc Group, employing more than 800 people across the UK and Ireland.

As a complete lighting solutions partner, Thorlux covers product design, installation, controls, and ongoing support, with sustainability and environmental care at its core, including a 2040 net-zero greenhouse gas emissions target.

Processing approximately 15,000 invoices annually across two entities on the M3 ERP system, Thorlux's AP function had become a critical but increasingly manual bottleneck.

The challenge

Manual processes and limited visibility

Before Medius, invoice processing was a tedious, manual process. Staff had to scan invoices, enter data into the system, and manage approvals with partially automated workflows. It took **three full-time employees to handle the workload with little visibility into invoice status and bottlenecks.**

"The process used to be extremely manual. It was tedious, time-consuming, and resource-heavy," explained Michelle Hammersley, Finance Director at Thorlux.

Without a unified system, AP staff spent significant time chasing approvals or resolving discrepancies rather than focusing on process improvement or strategic work.



The solution

Medius Accounts Payable Automation

Thorlux went live with Medius Accounts Payable Automation in 2023 to automate both PO and non-PO invoices. Key features included:

Touchless processing

57% of PO invoices and 61% of non-PO invoices now auto-routed.

AI-driven coding and approvals

Automated recurring small-value charges, reducing manual effort.

Visibility and analytics

Real-time insight into invoice status, bottlenecks, and overall AP performance.

Scalable, multi-entity support:

Unified AP operations across Thorlux's two main entities and shared service center.

"When we evaluated Medius, it was crucial for us to find a partner that could grow alongside us. We needed a solution that is flexible, capable of managing multiple ERP systems, and aligned with our vision. Medius truly understands our journey, offering a seamless and efficient process that allows us to focus on what matters most, driving the growth of our business."

- Michelle Hammersley, Finance Director

Initial hesitancy was natural, but with support from Medius, Thorlux's team quickly adapted. Regular "top tips" emails, customer success support, and hands-on guidance helped staff maximize the platform's potential.



Initially, everyone was hesitant. But once invoices flowed through Medius, feedback was overwhelmingly positive. **It's transparent, easy to use, and everything in one place.**

The results

Efficiency, insight, and empowered teams

The impact was immediate and measurable:



FTE redeployment

At least one full-time equivalent repurposed to higher-value tasks.



Process speed

Invoice processing times significantly reduced; manual keying eliminated for the majority of transactions.



Improved visibility

AP leaders now track invoices, identify bottlenecks, and focus on process improvements rather than chasing approvals.



Team engagement

Staff report a smoother workflow, improved cross-departmental communication, and increased job satisfaction.



We have much better visibility over where invoices are in the process, and can concentrate on improvements rather than chasing approvals.

Lessons learned

Advice for others

Michelle shares key advice for organizations beginning their Medius journey:

1. **Be curious:** Understand the full AP process, from order/receipt to ledger management.
2. **Involve the AP team early:** Participate in testing and internal implementation meetings.
3. **Master data matters:** Ensure ERP data and supplier capture are correct for optimal automation.
4. **Collaborate with Medius:** Leverage their expertise, top tips, and knowledge base to maximize results.
5. **Challenge assumptions:** Don't just replicate manual processes; ask for industry best practices and consider what the platform can do differently.



You don't know what you don't know. Spend time exploring both your processes and Medius' capabilities. **Ask questions and be curious.**

Looking ahead

Expanding automation

Building on APA success, Thorlux is exploring additional Medius functionality:

- Procurement modules for indirect purchasing and expense invoices
- Supplier statement reconciliations
- Advanced analytics to optimize the end-to-end procure-to-pay process
- Supporting growth in the shared service center and across multiple ERP systems



We started with AP automation because it gives immediate results, but we're now looking to expand into procurement and analytics to continue improving our processes.

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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