

**When reputation matters,  
Accounts Payable Automation  
is the answer.**



**CASE STUDY**  
**Accounts Payable Automation**



**DATE**  
**2019**



**FAST** and accurate  
Invoice routing



**AI** Intelligently notices  
and alerts on errors &  
changes



**IMMEDIATE** visibility  
across the P2P  
process

## Background

Christchurch-based Isaac Construction has earned a reputation for excellence by making sure everything it does is at the highest possible level of quality. Employing a team of more than 300 specialists, the company delivers a wide range of services, including construction, surfacing, bitumen products, transport, quarrying and professional contract management services. Isaac Construction recently acquired Blenheim's Simcox Construction, adding a further 80 staff members active in civil construction, infrastructure works and earthmoving.

Even prior to the acquisition, Isaac Construction's Accounts Payable team were a busy pair, often spending time chasing documents.

While understandable and a practical reality in a company handling more than two thousand invoices every month, these situations are at odds with Isaac Construction's policy of paying its suppliers on time.

Upon the purchase of Simcox Construction, those limitations of paper became painfully clear as increased volume exacerbated the situation and Isaac knew they needed a modern solution.

**WE'VE ALWAYS DONE OUR  
BEST TO PAY ON TIME.  
IT'S REPUTATIONAL; WHEN  
YOU GET IT RIGHT, PEOPLE  
LIKE TO WORK FOR YOU  
- BUT PAPER HAS ITS  
LIMITATIONS.**

**ARLEE FOLKERS**  
**GROUP CFO**  
**ISAAC CONSTRUCTION**



## Solution

The implementation process started with several presentations and then a workshop. "This proved invaluable and you could tell FUJIFILM had done many of these deployments in the past. They involved everyone who would be touched by Accounts Payable automation – and they sequenced it very well, so people weren't in the room unless necessary."

Attendees included a project manager, a technical specialist and account manager from FUJIFILM,

Isaac's Accounts Payable employees, the company accountant, a representative for the Nimbus Enterprise Resource Planning solution used by the business, an IT specialist an external project manager for added oversight.

This was helpful, Folkers adds, because her Accounts Payable staff members were eager to get the solution in, having been at the forefront of inadequate paper processes. "They were experiencing frustration and continual problems which had them feeling like they weren't on top of the job."

The project went live after just 4 months in July 2019.



## Results

With Esker, the entire electronic system works seamlessly, eliminating paper in the process. Most importantly, Isaac Construction now enjoys complete visibility across the Accounts Payable workflow. "If someone rings about their invoice, we can answer immediately because we can see it, when and to whom it's been submitted, as well as where it is in the process. And once an invoice is in our system, we can track every single one with absolute ease."

As a cloud solution, alongside a mobile app, Esker also allows AP staff to approve on the go. It's built in AI is also helping with fraud detection, "We've also noticed intelligence in the Esker system. For example, a client's bank account changed but they didn't notify

us. Esker picked it up, though, and sent an alert so we could verify the legitimacy of the change."

The visibility and workflow delivered by Esker also ensures Isaac Construction maintains its reputation with suppliers at its Christchurch and Blenheim operations. "We've gone from 'two and a half' people focused on Accounts Payable, down to two. And they now have room to breathe," says Folkers.

She describes the entire project as 'a pleasure'. "You don't hear that about many implementations, but FUJIFILM Process Automation has shown that when you get all the right people in at the start, and you have a clear idea of what needs to be done, an enterprise software project doesn't have to be a headache."

**THE THOROUGHNESS OF THE PREPARATION, INCLUDING SEEING HOW ALL THE VARIOUS SYSTEMS TALK TO ONE ANOTHER, SET THE SCENE FOR WHAT WAS THE BEST IMPLEMENTATION I'VE EVER BEEN INVOLVED IN**



AP  
PROCESS NOW

**100%**

PAPERLESS



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on Purchasing and  
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