



# DRIVING EFFICIENCY GAINS, COMPANY GROWTH & CULTURAL CHANGE THROUGH AP AUTOMATION

Craig Mostyn Group looked to Esker's Accounts Payable automation solution as a way to improve speed, productivity and cost-savings across all business units.

## The Challenge

As one of Australia's leading diversified food and agribusiness companies, Craig Mostyn Group has different business divisions in a variety of industries located throughout Australia.

After reviewing many of its internal operations, the company thought that several business processes could be further optimized to increase efficiency. Long-term, the Craig Mostyn Group is looking at streamlining all of its processes to set itself up for significant growth and future acquisitions.

For Scott Seville, Group Financial Controller at Craig Mostyn Group, the accounts payable (AP) process was the starting point, saying: "We felt our current processes were effective, but there was a space to get some efficiency gains. What cropped up was that all of our invoice processing was done at the various sites with invoices being sent to our centralized shared services team here in Fremantle, Western Australia. The fact that one invoice gets handled by numerous people before it makes its way to the head office for payment just didn't make sense anymore."



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Scott Seville, Group Financial Controller

## Finding a Solution

A year ago, Craig Mostyn Group's AP team presented its business case to the CFO and the Division GMs. It was decided that a pilot would be implemented at the head office in Fremantle to demonstrate the capability of an AP automation solution.

"Our CFO decided to focus on our AP process and from then on it was a joint effort between the AP team, myself as Group Financial Controller and the Project Accountant," said Seville. "Everyone was keen on the concept, but essentially said, 'prove it' so we set up a pilot at our head office to show how the technology could help us, how the solution worked, and that it was a good idea."

### Selecting Esker

The team did thorough research and reviewed and met with all the competing solution providers in the Australian marketplace. Seville noted: "We spent time doing our research because you only get one shot at this and we wanted to make sure we were getting the right solution from a proven solution provider."

After reviewing several solutions, Craig Mostyn Group selected Esker's Accounts Payable automation solution on-premises with its mobile application for business approvers. The solution pilot provided the evidence that new technology can drive cultural change in the company.

"The small investment required to get Esker in place seemed like a no-brainer," said Seville. "Everyone could see the solution working. No more paper getting manually handled through the business – it was completely electronic, and the benefits flowed from there."

### Key requirements

"For me, usability was important. Our new solution had to work for everyone. The AP team and the people involved in entering the data had to like it first and foremost," said Seville. "The other critical factor was the approvers. It can't take more time than the current process did, so it had to be as quick as them grabbing a pen, and signing a piece of paper."

The other important factor singled out by the team was the fact that Esker offered a collaborative platform, as opposed to other solutions that are made of several software products.

Esker's solution included all the functionality and capability required in one fully integrated solution with the OCR engine, workflow engine, archive, and mobile application for approvers.

"Even during a recent business trip to the United States, I was able to stay in the loop and authorize any business-critical invoices using Esker's mobile approval technology," said Mark Wray, CFO of the Craig Mostyn Group.

### Solution rollout

Since then, Esker's Accounts Payable automation solution has been rolled out to every business in the Craig Mostyn Group.

The solution is integrated with Craig Mostyn Group's Adept ERP software, eliminating the need to manually process paper-based documents by automating invoice approval workflow and the posting of key invoice data into the ERP system. Additionally, Esker provides electronic archiving so that AP officers can easily retrieve invoice images with a couple of clicks.

## The Benefits

While efficiency and cost-savings were direct benefits of the implementation of Esker's Accounts Payable solution, Seville singles out the cultural shift that is helping propel the group forward in its growth and acquisitions phase.

"The time savings have exceeded our expectations — we calculated around four minutes per invoice, potentially, and that's only in the head office," said Seville. "We have cut operating costs, paper costs, printing costs, postage costs and storage costs. But, we really wanted to make it a cultural-change project. We positioned it internally as a shift in people's time from non-value to value-added activities, so everyone could get behind it."

Significant intangible benefits were also achieved with this project. According to Seville: "It easily exceeded our expectations ... we can see the change it has had in terms of people's morale. It helps build the cultural change, and helps give us credibility and momentum."

### Exceptional Esker project team

The Craig Mostyn Group team speaks highly of the project delivered by Esker Australia.

"I thought the Esker team and project delivery were excellent, thoroughly professional. That really gave us a lot of confidence that we made the right call," said Seville. "They travelled to Fremantle and spent time in the business to fully understand what was going on. It wasn't just a case of someone signing the contract and someone else delivering it. We were really happy and felt they really understood the business."

## Future Plans with Esker

Craig Mostyn Group is now looking at implementing the same cultural shift and efficiency to other business processes in the company by leveraging its initial investment in Esker.

"The reason we chose Esker was, first and foremost, usability for everyone as well as the other solutions Esker could offer. We see opportunities to streamline our order-to-cash processes," said Seville. "When people use technology correctly, and they see it working, they start to question other parts of the business, and they start reviewing other processes."

### About Craig Mostyn Group

One of Australia's leading diversified food and agribusiness companies, the Craig Mostyn Group supplies customers both domestically and internationally with fresh pork, seafood, protein meal, tallow and fruit products. Operating state-of-the-art processing facilities throughout Australia, Craig Mostyn Group turned over 350 million dollars in 2014 and is positioning itself for a significant leap in growth and new acquisitions.

[www.craigmostyn.com.au](http://www.craigmostyn.com.au)

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