CHEMIST WAREHOUSE

THE CHALLENGE

One of Australia's largest retailers, Chemist Warehouse receives thousands of supplier invoices daily. The discount pharmaceutical company implemented AP automation in 2016 to ensure that invoices were paid correctly and on time. The efficiencies from this business practice have allowed Chemist Warehouse to scale and grow year on year and maximize supplier discounts.

Chemist Warehouse sought help from ACMO to stabilize their Kofax TotalAgility Platform which was experiencing application instability and reaching the end of its version support from Kofax. ACMO was tasked with resolving the exponential amount of invoice exception failures that were occurring, improving the overall system performance, and upgrading from Kofax TotalAgility v7.3 to v7.7.

ABOUT CHEMIST WAREHOUSE

Chemist Warehouse Group is an Australian business operating a chain of retail pharmacies, proudly owned and operated by Australian registered pharmacists. The company has grown from a single shop in the outer Northern suburbs of Melbourne and is now Australia's largest pharmacy retailer with over 550 stores and employs over 15,000 staff.

The company brands itself as offering discounted prices for pharmaceutical goods. Chemist Warehouse trades in all states and territories and serves over 1.5 million customers and dispenses 1 million+ prescriptions a week.

ABOUT ACMO

Based in Sydney, ACMO helps enterprises streamline and simplify their business processes using Intelligent Automation solutions. ACMO is a Silver Kofax Partner in Australia with the technical consulting team having over 30 years of combined Kofax product suite experience. The award-winning company designs and delivers comprehensive automation solutions and provides ongoing support and maintenance to customers all over Australia and New Zealand.

PRODUCTS IN USE

Kofax TotalAgility

FOCUS

Accounts Payable

DEPARTMENTS

Accounts Payable Department
Property Service Department
Legal Department

INVOICE VOLUME

20,000+ Documents Processed Daily

10,000,000+ Pages Processed Annually

KOFAX PLATFORM

Kofax TotalAgility Intelligent Automation platform is a Smart Process Application (SPA), that transforms and simplifies critical business interactions. Businesses use Kofax TotalAgility to design, develop, and deploy continually improving business processes that result in better customer engagement, effective process execution, and increased business agility.

The platform provides multi-channel information capture, business process management, and adaptive case management in a single, integrated product offering. Kofax TotalAgility supports Business Intelligence (BI) and Analytics, advanced data integration, and eSignature capabilities through pre-built integration modules.

THE SOLUTION

The ACMO Professional Services team utilised their proprietary health-check template to identify performance bottlenecks and create a plan to stabilise and upgrade the platform with minimum disruption. The agile development practices helped the team to handle changing priorities and action items that were important to the customer. The system upgrades involved setting up a non-production environment, API updates, end-to-end integration testing to ensure all went well in production.

New processes and workflows were introduced to perform routine housekeeping, handle exceptions proactively, and automatically communicate any issues that require attention.

"...90% REDUCTION IN ERRORS, IMPROVED PERFORMANCE, COST SAVINGS, AND ENHANCED PRODUCTIVITY."

THE RESULTS

Chemist Warehouse can now process their 20,000+ invoices a day using a stable, fast, and efficient system. "We've succeeded in accelerating our invoice approval process and can keep in line with the amount of processing needed from the rapid expanse of all our new retail stores. Based on the success and expert support from ACMO, we can confidently look at expanding automation to other parts of the business", explains Mark Finocchiaro.

By addressing the exception workflow and the manual error rate monitoring, Chemist Warehouse is now confident for on-time supplier payments. "The upgrade and new automation workflows will allow us to stay ahead of the competition. It has given us a 90% reduction in errors, improved performance, cost savings, and enhanced productivity."

"With millions of invoices to process every year for both consumer goods and pharmaceuticals, we could not afford invoice processing bottlenecks and system errors. We needed expert support to stabilise and upgrade our large volume processing. ACMO is experienced in designing scalable document processing solutions and delivered us a secure and stable Kofax TotalAgility platform. They solved our historical document processing issues, and our platform is now running smoothly."

MARK FINOCCHIARO - MANAGING PARTNER & DIRECTOR
AT CHEMIST WAREHOUSE

HELPING BUSINESSES ACCOMPLISH MORE

Multi-Channel Capture and Information Routing

Business Rules Engine and Automatic GL Coding

Automated Invoice Approval Workflow

Seamless ERP & ECM Integration

acmo accomplish.more.

KOFAX Partner