



The global e-Invoicing network

## Electronic invoice delivery at Steria

“A key selling point of OB10 is that OB10 takes responsibility for enrolling suppliers to the network. Managing supplier subscription internally, would be a huge drain of time and resources. OB10 makes it easy for all suppliers to participate.

Suppliers pay a small fee to join the network and can be transacting within 48 hours. Furthermore, there is no need for buyers or suppliers to implement hardware or software, or adhere to data formats.”

June Ellicott  
Head of Accounts Payable  
Steria



### Introduction

In June 2002, in one of the largest Business Process Outsourcing (BPO) agreements in the UK, BT outsourced the responsibility for its accounting and finance functions to Steria (formerly known as Xansa) ([www.steria.com](http://www.steria.com)). The deal guarantees BT savings of at least £93 million over 7 years and enables the company to focus more resources on its core business.

In order to meet their commitment to BT, Steria continually review internal processes and services. Reducing cost, increasing the clarity of financial reporting and improving the quality of financial management are key to Steria's BPO proposition.

For example, Steria utilise the 170 MarkView document management system from 170 Systems, Inc, enabling them to manage online more than 10,000,000 documents for payroll, business expenses and other back-office processes.

### Electronic Invoicing at Steria

Whilst the introduction of 170 MarkView provided clear savings in many areas, automating the invoicing process remained a problem. In a typical year, Steria's multi-client shared services Accounts Payable (AP) department processes more than £11bn worth of invoices. This was an area the company was keen to address.

June Ellicott, Head of Accounts Payable, Steria, “We had large numbers of AP staff sending invoice documents manually around the organisation for approval. If we wanted to retrieve a document, this also had to be done manually.” Keeping track of invoices in circulation, and dealing with invoices lost or delayed in the post were also big challenges.

## University Hospitals of Leicester Reduced Invoice Processing time by 15 days

### About OB10

OB10 is the leading global B2B e-Invoicing network. OB10 simplifies and streamlines the complex invoice-to-pay processes. Neither client organisations nor their suppliers are required to implement any hardware or software, and OB10 is independent of data file formats. OB10 can reduce the cost of paper invoice processing by typically 60 percent and can deliver an ROI in less than a year if the programme follows OB10's best practice guidelines. Operational across Europe, North America and Asia, OB10 is compliant with the requirements of VAT, tax and e-Invoicing legislation and receives invoices from suppliers in over 90 countries. To ensure unrivalled and rapid supplier enrolment, each new customer's suppliers are supported by an implementation services team responsible for getting them up and running on the OB10 network.

### Customers include:

Agilent Technologies, Barclays, Bexley London Borough Council, Cargill, DHL, DSG International, East Lancashire NHS Trust, East Riding County Council, Fisher Scientific, General Motors, GlaxoSmithKline, Hewlett Packard, IBM, Kellogg's, Logica, North Yorkshire County Council, Norwich Union, SaraLee, Woking Borough Council, and Steria (formerly known as Xansa).

Steria approached OB10 in 2003, to subscribe to the global OB10 - Invoicing service.

### End-to-end invoice automation

Clearly, Steria were keen to ensure OB10 would integrate easily with the 170 MarkView environment. Steria therefore, invited OB10 and 170 Systems to collaborate. In response, 170 Systems developed the 170 MarkView Connector for OB10. The combination of OB10 with the 170 MarkView workflow application, enables customers to eliminate paper invoices, remove manual key-entry/filing and automate the approvals process; allowing users to fully exploit their ERP technology.

### Benefits

BT's suppliers can now submit electronic invoice files to OB10. Files are then converted into the format specified by Steria, and the electronic data is delivered directly to Oracle for processing. If the electronic invoice from the supplier does not have a Purchase Order number, it is automatically returned to the supplier by OB10. Where matching of a Purchase Order number is incomplete, 170 Systems MarkView routes the invoice automatically to the right people within the organization for approval. The authorised invoice record is then automatically sent to Oracle Financials for payment. Aside from the cost savings accrued by eliminating paper from the invoice process, Steria now has greater control and a more efficient process. "Suppliers are also happy", says Ellicott, "They get paid quicker and get immediate notification of invoice receipts. In addition, there are no more lost invoices".

As an outsourcing company it is critical that we have an efficient, cost effective and accurate back office. OB10 and MarkView help us improve our operation and pass on the benefits to our clients. It also gives us a competitive advantage over other BPO providers," adds Ellicott.

Jamie Gunn, CEO, OB10 says, "Steria have adopted OB10 as part of their service offering to clients, recognising that OB10 is now an essential component in a successful shared services operation. We're glad that OB10 membership will help Steria achieve their goal of creating process efficiencies in their customers' finance operations."