

CASE STUDY

Rossera

Accounts Receivable Invoice Request Automation for Oracle Cloud using ProcessSense

Key Points

- Fully automated process implemented across major UK Gov Department using ProcessSense.
- Rejection rate of invoice requests reduced by over 40% in the first 5 months.
- Developed to streamline Accounts Receivable processes for business end-users.
- Reduced shared service centre workload saving time and transaction costs.
- Developed in parallel with other AR processes ensuring a seamless experience for AR requests for users out in the business.



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The ProcessSense solution streamlines invoicing, making it faster and easier for everyone to use.
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Senior Finance Manager

Summary

ProcessSense® (RPS) is Rossera's flagship automation product that empowers organisations to configure end-to-end business processes that are fully integrated with Oracle Applications, offering workers compelling user experiences whilst driving greater self-service and automation.

A recent process Rossera have delivered to a UK central Government client using ProcessSense® is the Invoice Request Process for users across the business, who did not have access to the core Oracle Cloud solution, to be able to quickly and easily request invoices to be raised and to save having to raise tickets to shared service centres with the associated costs and manual tasks.

Problem Statement

The previous process for managing AR invoice requests relied on spreadsheets that were difficult to use and provided no data validation. The process was highly inefficient and prone to human error due to the lack of data validation and the multiple cumbersome steps involved - filling out the spreadsheet, saving it locally, uploading it to the appropriate service request, adding any necessary attachments and finally submitting it for approval. As a result, incorrect data frequently reached approvers only to be rejected due to errors, which wasted time and resulted in a highly costly solution.

In one measured period, as many as 600 transactions were rejected across the three business units. These frequent rejections slowed down the workflow and increased the risk of business departments missing critical month-end closures and reopening deadlines.

These delays disrupted financial reporting cycles, delayed payments to the business units, and impacted the accuracy of their financial statements.



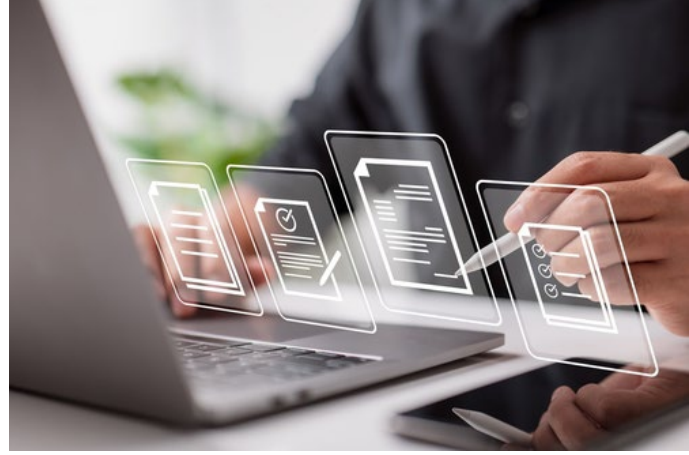
Leveraging Your Oracle Cloud Data

Being able to directly leveraging the Oracle Cloud data using ProcessSense's in-built data sourcing engine, offers a streamlined and efficient approach for surfacing information and implementing business rules. If a new customer or site record is needed, business users can create them using a different ProcessSense process which was developed alongside the AR Invoice Request process. This automatically updates Oracle SaaS Applications in real time, allowing users to immediately access the new data in the AR Invoice Request process. This seamless workflow significantly enhances efficiency, delivering a smooth user experience and saving valuable time.



Direct Integration

A key advantage of automating AR Invoice Requests with ProcessSense for users across the business who did not have access to the core Oracle system was its seamless integration with the native Oracle SaaS applications, relieving the shared service centre from manual invoicing tasks and enabling automatic generation and delivery of invoices directly to customers. With RPS, critical data for invoice generation can be captured automatically in the background, removing the need for users to go and find this information and ultimately speed up the outcome of getting an invoice raised. The whole process has allowed the Shared Service centre to step away from this task which is cost-impacting and provides measurable savings in terms of time and transaction processing costs.



Adaptable Solution

Thanks to the adaptable capabilities of ProcessSense, more business units were successfully onboarded onto the same solution, expanding the original scope which was initially planned solely for our main client. RPS's flexible field configurations allowed customisation based on the specific needs of each business unit. This included tailored data capture and bespoke business rule validation which ensured that each business unit received relevant, streamlined support within a single unified system.

An essential consideration was ensuring that approvals were blocked during month-end closures and closed accounting periods. With RPS's lookup set functionality and seamless synchronisation with Oracle Fusion Cloud, this feature was implemented, requiring no additional tasks for users to complete. This streamlined approach enabled secure, automated compliance with accounting timelines.

Digital by Default

Our customer required a highly scalable solution which was lightweight and performant. The client wanted to enable its users to raise invoice requests on the go quickly, using a simple user-friendly application.

ProcessSense uses the latest industry techniques centered on cloud-first principles to deliver a fast, responsive experience wherever users are performing their tasks.

Fully mobile and supported on any device, ProcessSense is also highly accessible providing WCAG 2.1 AA compliance.



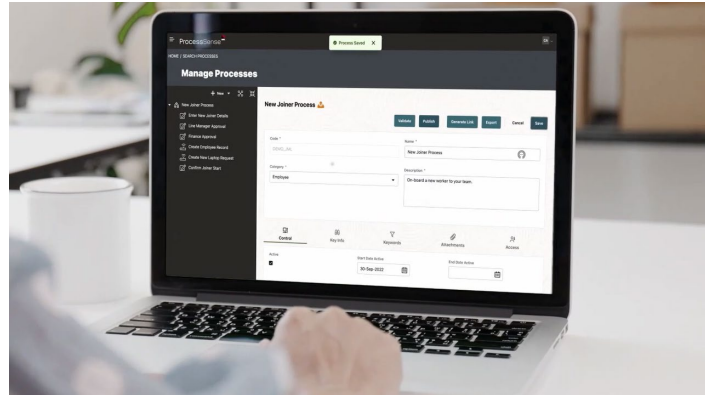
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The automation team listened and delivered everything we had asked for and we are really pleased with the outcome.
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Senior Business User

Agile Ways of Working

The requirements across the whole process were complex, however thanks to the speed at which changes can be implemented in ProcessSense, coupled with an Agile development methodology, our team were able to adapt quickly and integrate necessary adjustments in a very short space of time using the configuration-based tools within the solution.

From the initial solution release, we quickly implemented business feedback and preferences due to our agile methodology, delivering enhancements in the next deployment cycle. The business appreciated our responsiveness and approach, which allowed for quick turnaround on their needs.



User Satisfaction

Overall, the primary benefits for business users are substantial time savings, reduced transaction costs from the shared-service centre and a streamlined, user-friendly process that is far more intuitive than the previous method.

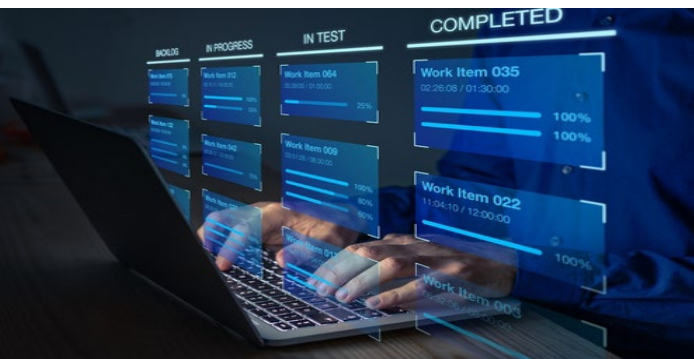
“The form is easy to understand and the guidance on the form really helps those who are not used to using the forms.”

Senior Finance Manager

“The process has gone from taking up to 20 working days to now being completed in just one day through ProcessSense. This is extremely beneficial from a time management point of view.”

Management Accounts Executive Officer

Full client details and customer references available on request.



Get in Touch

Find out more about how ProcessSense can empower your organisation to easily automate processes and maximise your investment in your Oracle ERP Platform at rossera.com

ProcessSense



Automate any
business process



Create rich user
experiences



Leverage your
Oracle Cloud data



Put your business
in control



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