bsa

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About our client, BSA

BSA is a solution focused technical services organisation. They assist their clients in implementing their physical assets, needs and goals in the areas of Building Services, Infrastructure and Telecommunications. 2019 audited revenue was $469M with first half 2020 revenue growth of 30%.

BSA process between 8,000 and 10,000 invoices every month and, at the time of writing, are on version 740.3. Like most Pronto Customers the majority of these invoices are subject to a Purchase Order and the vast majority of those PO's are special orders.

Why did BSA approach Redmap?

BSA were early adopters of AP Automation and had implemented a custom solution from another vendor in 2012. In 2018 Pronto introduced Redmap as an alternative to the custom solution which had served its initial purpose however, as BSA continued to grow, had reached its capacity.

"One of the primary factors that lead us to selecting Redmap was their experience with Pronto. It was clear in speaking with them that they knew the payables functionality of Pronto probably better than we did, and that gave us great comfort", Leon Keady Group Treasurer BSA.

What did Redmap do?

Redmap's standard, out-of-the-box, Pronto specific workflows were implemented at BSA. These workflows are a culmination of 8 years of working with Pronto and allow the data from the invoice to be used to check if it matches the PO or other business logic and either post it directly to Pronto or send it to a resource for authorisation.

All of this checking, matching and routing is done in a fully automated state and requires no input from the finance team. **This automation resulted in a decrease of effort to manage the AP process of more than 50%.**

What was the outcome for BSA?

"I expected the decrease in effort and ease at which the invoices flowed through the business from the Redmap implementation. It was some of the other benefits realised that surprised me. The dashboard reporting allows me to know exactly what is going on at all times and that means the team and I can make more effective decisions, in real time. Furthermore, given that a portion of the work that we perform is re-billed to Customers, faster AP invoice approval meant faster AR invoicing and therefore quicker turnaround on cash. I estimate that **Redmap has helped us realise an additional 2 days of cash every month, that's 10%**" continued Leon.

Key to the success of any software project is the implementation strategy. The BSA solution was sent live one business unit at a time to help control change in the business and this was especially important given the breadth of the business and the number of resources involved.

"The team and I were delighted with the implementation support of Redmap. It was obvious to us that after years of implementing Redmap in Pronto Customers that they had developed a process that minimises project risk and ensures on time delivery. My contact at Redmap was a great judge of when to escalate items to me as the sponsor and when to let the project team work them out. **Redmap is, by far, the most success technology project I have run at BSA**" Leon Keady.