

ICI Case Study

About our client, ICI Industries

ICI Industries Pty Ltd, through their business divisions, are home to some of the leading brands in the Australian Agriculture, Horticulture and Hydroponic Markets. This makes them one of the most trusted solution providers to these markets in the country.

ICI process approximately 1,500 invoices per month and, at the time of writing, are on Pronto Xi version 740.4. They process a mix of Purchase Orders for stock and non-stock purchases.

Why did ICI approach Redmap?

“We had two members on our AP team and they were both planning their retirement. I wanted to update our AP processes and saw their departure as an opportunity to automate them,” said Peggy Carpenter, ICI Industries Chief Financial Officer.

“I expected that we could automate the processes and deliver considerable efficiencies in the process,” Peggy continued.

What did Redmap do?

“We evaluated a number of products in the market and selected Redmap. It was our position that their offering was the broadest, their team knew more about Pronto than any of the other Vendors, and their pricing delivered a lower total cost of ownership,” Carpenter said.

Redmap’s Best Practice for Pronto Xi was implemented at ICI to meet their requirements.

Redmap allowed ICI to process both PO and Non-PO invoices straight out-of-the-box. Invoices are sent to an email address provided by Redmap, where the data is automatically extracted. This data is then used to determine if the invoice is automatically posted or sent to someone for their approval. Once posted, a link is automatically created to the source document, for ease of downloading in the future.

“We were comfortable with the Redmap approach as it was based on many Customers before us and it was completely integrated into Pronto Xi. To that end we decided to take the vanilla off-the-shelf product,” said Peggy.

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What was the outcome for ICI?

“One of the benefits that I did not predict was how much more interesting the solution made the AP job. Whilst there are still some invoices to manage, our AP resource is now far more focused on process improvement to really extract all the value we can from the automation platform. For me that is far better use of his university degree than simply entering invoices into Pronto.

“The visibility that the solution has delivered to the business is also amazing. There is no more filing invoices in the filing cabinets, to move them to archiving boxes, to move them to the shed, to eventually destroy them. The paper stack on the desk at time of payment run is gone too, and no one misses that.

“What I love the most is how Redmap allows me to immediately understand what is happening with the invoices that are being processed. In one view of the standard dashboard reports I can understand who has what and where it is.

“The procurement team love Redmap too. One of our concerns was that this was an extra software for them to learn, but they love the visibility of invoices. It helps them to keep inventory up to date and avoid negative stock.

“We replaced our two AP staff with a single resource.

At the same time our invoice volume has increased 30% meaning that we decreased labour requirements to process the invoices in excess of 60%. Those 1.6 heads we saved in the process (allowing for a 30% increase in volume) meant that the investment paid itself back in well under 12 months and our on-going savings are in excess of \$50,000 per year,” concluded Peggy.