



CANON INFORMATION & IMAGING SOLUTIONS

# Accounts Payable Automation and Beyond

*Transforming Document Management, Invoice and Sales Order Processing*



## Case Study

**CLIENT** Leading Animal Health Company  
10,000 invoices per month  
22,000 vendors  
ERP: Oracle® JD Edwards

**INDUSTRY** Agriculture Chemical Manufacturing

**SOLUTION** Accounts Payable Automation,  
Sales Order Automation, and  
Document Management

As organizations digitize and transform their paper-intensive processes, they often look to implement feature-rich Enterprise Content Management (ECM) and/or Business Process Automation (BPA) solutions. It is important to address the role of technology and people in selecting the best solution and services for your organization. Technology that is backed by strong professional services capabilities and an expert team can result in a solution tailored to the specific client situation and can ease the transition from both a technology and user perspective. One of Canon Information & Imaging Solutions' clients, a leading animal health company, shared its buying journey and provided some insights on why it chose Canon to solve multiple paper-intensive process challenges.

## Client Profile

This leading animal health company manufactures products that help prevent, control and treat diseases, and mineral nutritional products. Working with a large network of vendors (about 22,000), the company processes about 10,000 invoices per month.

## Challenges

The company needed an effective way to manage documents, to retain records and retrieve them easily, especially for audit purposes. Another challenge was the large volume of paper related to each sales order. However, as the company began to analyze its business processes and develop a content management strategy, it discovered additional needs and opportunities for improving document workflows - by automating Sales Orders and Accounts Payable processes.

*“Departments were scrambling around looking for documents. We didn't have a nice clean place for document storage and retrieval.”*

At the end, the company identified several areas to improve:

- Tie transactions back to invoices, purchase orders, and related documents for quick retrieval;
- Standardize and streamline Accounts Payable process for improved data and process controls;
- Gain visibility to accurate and timely data for Financial Reporting;
- Manage the high volume of paper documents in Accounts Payable and Customer Service.

## Solution Requirements

Once the major challenges and areas for improvement were identified, the company decided to look for AP Automation, Order to Cash and Electronic Document Management solutions. In reviewing potential solutions, it was discovered that in order to build a solution that would fit these complex needs, the company would most likely need to engage multiple providers. Not only did this add risk to the implementation of the solution, but for this large organization, a project requiring multiple contracts and paperwork with multiple vendors could delay approvals and halt the initiative.

## Why Canon?

Canon stood out as a provider of an integrated solution utilizing Canon technology and professional services capabilities, with capabilities that could not only address the client's current needs, but be expanded to additional business areas in the future.

Some specific advantages of the Canon solution were:

- Single integrated solution that addresses all three areas identified by the client, in one package, from a single provider;
- Seamless user experience offered by Canon's solution - Oracle Validated Integration with JD Edwards, with Café One, Oracle's Composite Application Framework for JD Edwards;
- Intelligent data capture capabilities with Optical Character Recognition (OCR);
- Access to data and documents for non-ERP and ERP-users to support collaboration and efficiency;
- Professional services capabilities and the Canon team's dedication to listening to the client and solving their business process problems.

*"What sold me immediately in Canon's solution was that on our JDE screen we had the sales order on the left, and the associated document image on the right."*

As the decision to move forward with Canon progressed, the team, realizing the quality of the scan is important to the OCR process, approached Canon about extending their relationship to include a fleet of Canon's multifunction peripheral devices (printers/ scanners). The company needed good quality scans, and trusted the Canon brand to provide the right technology. The company also welcomed Canon's representatives' hands-on approach with the new copiers, offering multiple training sessions on advanced features to help with the user adoption of the new solutions.

## Benefits of the Solution

Features	Benefits
✓ Robust document capture with OCR and ability to capture line items	✓ Improved process efficiency, accuracy and data governance
✓ Auto- classify and validate content	✓ Streamlined process, improved compliance
✓ Document archiving and retrieval	✓ Effective document management. Documents tied to transactions and easily searchable
✓ Integration with ERP – ability to see documents right from within JDE	✓ Seamless user experience, fast approvals
✓ 3 in 1 Solution from a single provider	✓ Single point of contact, a solution that streamlines multiple areas.

## Looking Forward

The client approached the process automation project as an opportunity to align the goals of multiple operational areas to solve multiple process challenges, and enabling improvement across the organization. Because the project team took the time to review existing processes and determine areas for efficiency and standardization improvements, the company is now better positioned to support future growth without overwhelming internal operations.

**ORACLE**

Validated Integration

JD Edwards  
EnterpriseOne

**For more information, please go to [www.ciis.canon.com](http://www.ciis.canon.com).**

Canon is a registered trademark of Canon Inc. in the United States and may also be a registered trademark or trademark in other countries. //LOOKFORWARD and the LOOKFORWARD design marks are trademarks of Canon Information and Imaging Solutions, Inc. All other referenced product names and marks are trademarks of their respective owners and are hereby acknowledged.