



FileBound Solutions

RDO EQUIPMENT

Case Study

FileBound's workflow automation and document management solution provides transparency plus instant access to supplier documents, shortening what was a monthly cash flow process down to two days.

Key Outcomes



Reduction in the order to invoice approval process



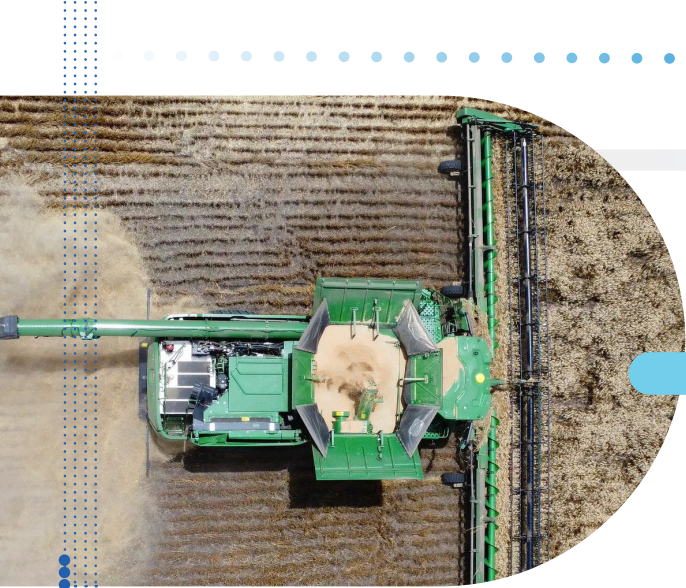
Increased engagement with suppliers

\$80,000

Annual savings across the whole business

CLIENT
INDUSTRY
LOCATION
SIZE
WEBSITE

RDO Equipment
Agriculture Machinery, Truck and Car Dealership
Queensland, Australia
800 Staff, 29 Dealerships
rdoequipment.com.au



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Market Background

A driving force behind creating new jobs, boosting the economy and encouraging innovation, agriculture is central to the Australian economy. Farmers make vital economic and environmental contributions and are at the forefront of pioneering technology and practices.

Leaders in the agricultural sector, RDO Equipment has created ongoing partnerships with some of the nation's most productive farmers plus trusted suppliers like John Deere, HINO, Toyota, Manitou and Howard. To support these partnerships, RDO wanted to improve the management of supplier documentation, including centralising and adding visibility to the cash flow process.

KEY PROBLEMS

- Dispersed workforce
- Inefficient processes
- Impending ERP overhaul

Challenge

In 2014, RDO began searching for a centralised workflow and document management solution to help with accounts payable (AP) processing. They identified several priorities, including consistent processes, transparency and easy access to documents from any location.

“Having a number of locations across rural Australia punctuated our need for a centralised billing location and better access insight into our cash flows,” said RDO’s Chief Commercial Officer, Jason Jones.

“We process upwards of 5,000 invoices a month. It was a burden on our team to ship documents from one point to another and led to an inconsistent process and, occasionally, the loss of documentation.”

At the same time, Jones’ team was told their accounting and billing department would be implementing a new enterprise resource planning (ERP) system, with both solutions needing to go live simultaneously.

“That put us in a tight timeframe, which made it difficult,” said Jones. “Our new workflow and document management system was set to stand in front of the entire purchasing segment of our business system, so it was an extremely crucial piece for us and one that couldn’t fail.”



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Provider

RDO's search led them to Brisbane-based FileBound Solutions. Recommended by an allied US-based equipment organisation, FileBound's Asia-Pacific distributor was quickly identified as the team that could deliver a successful solution against tight timeframes.

Experienced in providing a range of AP, document management and workflow efficiencies, FileBound Solutions laid out a comprehensive, well-planned implementation strategy. This proved crucial in helping RDO develop the required solutions to address their challenges.

SNAPSHOT

- Successful deployment in under six weeks
- Greater access to consistent data
- Streamlined and standardised processes

Our Solution

FileBound Solutions worked with RDO to streamline their business processes and map how the information would integrate with their ERP system. This eliminated the need to transfer invoices, introduced a consistent process and enabled instant access to all documentation.

"Where once we only had a monthly solution for supplier processing, that process has been cut down to a two to three-day cycle."

With FileBound Solutions' help, RDO was ready to go live with a custom AP solution that met all their requirements, in under six weeks. According to Jones, the executive team also benefited from new insights into their cash flow which further improved AP processing.

"The transparency of any purchase in the business is so clear now. In the past, the processing of supplier documentation could actually defer the speed at which we charge products to our customers. It's all one seamless process now. That alone has been a strong benefit for us."

Following the successful AP rollout, RDO's executive looked at new ways to take advantage of FileBound's capabilities. As a result, every dealership and service location can now access all warranty documentation and place claims instantly for their customers, thanks to FileBound.



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Success

FileBound's workflow automation and document management solution gives **transparency and immediate access to supplier documents**. Unnecessary bottlenecks have been removed, allowing invoices to be paid on time, **reducing the order to approval process by 90%**.

Following implementation, RDO has achieved **annual cost savings of over \$80,000**. These savings can be attributed to **reduced labour costs**, access to previously inaccessible discounts, **lower document storage costs** and **decreased stationery and postage costs**.

FileBound's custom solution has helped RDO **eliminate missing and duplicate invoices**, limiting late or duplicate payments. In turn, this has resulted in happier suppliers and fewer customer service calls, **strengthening RDO's relationships with their trusted partners**.

"FileBound has been a great tool for us - not only because of the improvements it's already offered us," Jones says. "It can be implemented in several departments at RDO; we started with AP and Warranty/Claims, but I'd like to see it used to track our fixed assets and CapEx projects."

INSTANT ACCESS

All documents are accessible to anyone in any location

HIGH ENGAGEMENT

Documents are traceable and can be actioned faster

TIME SAVED

Digital documents are automatically routed

About FileBound

FileBound Solutions is a leading provider of digital solutions and process re-engineering for document and workflow management in the Asia-Pacific.

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