

CASE STUDY:
ELFS SHARED SERVICE

**DELIVERING
EXCELLENCE IN
NATIONAL HEALTH
SERVICE FINANCIAL
SHARED SERVICES**

ELFS SHARED SERVICE ALWAYS STRIVES TO MAXIMIZE OPERATIONAL EFFICIENCY. THEY PROCESS 250,000 INVOICES ANNUALLY – AND THIS NUMBER IS GROWING.

WITH EVER INCREASING INVOICE VOLUMES, ELFS SOUGHT TO IMPROVE PROCESS EFFICIENCY RATHER THAN SIMPLY INCREASING HEADCOUNT. INVOICE AUTOMATION DOUBLED THEIR PRODUCTIVITY, GAVE THEM THE NEEDED VISIBILITY THROUGHOUT THE PROCESS, AND ENABLED ACCURATE REPORTING.



ELFS Shared Service was established in 2002 and provides business shared services to NHS client organisations.

ELFS has achieved an enviable track record as an innovative high quality and cost effective shared services provider.

ELFS Shared Service provides ledger systems, financial accounting, purchase to pay and payroll pensions / expenses service solutions to all types of NHS organisations, not only to deliver cost savings for its customers but also delivering real value through service excellence, business intelligence

and service transformation.

Making use of ELFS Shared Service offering enables NHS organisations to focus their attention on local business improvement activities and strategic decision making to release resources to frontline care.

**MANUAL PROCESS
MEANT DELAYS**

The previous system for invoice approval relied upon manual data entry with scanned invoices pushed through a basic workflow. Data would be added to the invoice register, which would be sent to the approver, however

CUSTOMER:



INDUSTRY:

Public sector

LOCATION:

UK

BASWARE SOLUTION:

Basware AP Automation

basware

Simplify Operations, Spend Smarter.

THE ACCOUNTS

PAYABLE TEAM WERE

PROCESSING 13,000

INVOICE/FTE/ANNUM PRIOR TO

IMPLEMENTING BASWARE INVOICE

AUTOMATION, THEY ARE NOW

ACHIEVING 25,000

INVOICES/FTE/ ANNUM.



there was a 48 hour delay between receipt of data and the corresponding image, which resulted in delays to approval. ELFS wanted to improve the efficiency of the system, by removing the manual data entry, automating the transfer to approvers, increasing the audit information and creating a transparent process. Most importantly, ELFS wanted to improve the service delivery to customers and make sure they had an effective, accessible, process for all parties.

INTEGRATION WITH MULTIPLE ERPS



The team at ELFS embarked on their Basware invoice automation project in August

2010 with an initial pilot to one of their customers. ELFS selected the solution for its ease of use, automated workflow, transparency and reporting.

Particularly important is the solution's ability to integrate with

multiple ERP platforms, as there are a number of different ERP instances across the customer base and the requirements of future customers also need to be accommodated. The Basware solution incorporates system controls around a scheme of delegation and provides a full audit trail of each invoice for performance reporting.

ELFS work closely with all their clients, producing reports and performance metrics. One of the key aims of ELFS is to work with their clients to continually improve access to their information, ensuring that accurate, timely and targeted management information is delivered directly to the clients in a user friendly and flexible format.

PRODUCTIVITY DOUBLED

The Accounts Payable team and their customer base have embraced the new system, witnessing efficiency improvements and improved

service delivery. The removal of manual data entry means that the team can focus on more valuable activities. The accounts payable team were processing 13,000 invoice/FTE/annum prior to implementing Basware Invoice Automation, they are now achieving 25,000 invoices/FTE/ annum.

Public sector organisations already have targets for supplier payments which ELFS meet, but they can now do this with the confidence of having the correct approvals in place.



“A major benefit of the solution is the ability to track invoices

and identify bottlenecks in the process. We know where all invoices are at any given point and have a full audit trail for every document. Now that we have this level of visibility we can identify issues and make process improvements,” says Melanie Roskell, Purchase to Pay Manager at ELFS.

APPROVING INVOICES WHILE ON THE MOVE

The web-based access is also playing an important role: "People who were previously out of the office can now approve invoices whilst away from the site. We find that people are happy to approve invoices 24/7. The online software is far more accessible to end users and also overcomes the issue of access when outside the NHS network, making it far easier for those working from home and enabling them to focus their office time on more valuable activities."

ELFS are committed to offering the best possible service to their customers and increasing the customer base. Service delivery within the NHS is very competitive and therefore efficiency, transparency and continuous improvement are vital. ELFS required a system with flexibility to manage future changes within the customer base and the NHS as a whole.

"A MAJOR BENEFIT OF THE SOLUTION IS THE ABILITY TO TRACK INVOICES AND IDENTIFY BOTTLENECKS IN THE PROCESS. WE KNOW WHERE ALL INVOICES ARE AT ANY GIVEN POINT AND HAVE A FULL AUDIT TRAIL FOR EVERY DOCUMENT. NOW THAT WE HAVE THIS LEVEL OF VISIBILITY WE CAN IDENTIFY ISSUES AND MAKE PROCESS IMPROVEMENTS."

Melanie Roskell
Purchase to Pay Manager at
ELFS

ABOUT: ELFS SHARED SERVICES



ELFS Shared Service provides ledger systems, financial accounting, purchase to pay and payroll pensions/expenses service solutions to all types of NHS organisations, not only to deliver cost savings for its customers but also delivering real value through service excellence, business intelligence and service transformation. Making use of ELFS Shared Service offering enables NHS organisations to focus their attention on local business improvement activities and strategic decision making to release resources to frontline care.

www.elfsnhs.co.uk

ABOUT BASWARE

Basware is the global leader in providing purchase-to-pay solutions, e-invoicing and innovative financing services. Basware's commerce and financing network connects businesses around the globe. As the largest open business network in the world, Basware provides scale and reach for organisations of all sizes, enabling them to grow their business and unlock value across their operations by simplifying and streamlining financial processes. Small and large companies around the world achieve significant cost savings, more flexible payment terms, greater efficiencies and closer relationships with their suppliers. ©Basware 2019

Find out more at:

WWW.BASWARE.COM

