

Back Office Efficiency @ Defra



Until recently, Defra's quarterly mobile phone invoice was delivered by courier in three large boxes. The invoice (pictured below) included details of calls made by over 2,500 Defra mobile phone users located in numerous locations throughout the UK.

The task of administering the invoice and verifying the accuracy of the data it contained was highly labour-intensive. This lengthy, manual process led to errors and to the mobile phone provider's being paid late and in a piecemeal fashion.

Because of the difficulties associated with processing and auditing the mobile phone it, Defra's Accounts staff referred to the invoice as 'the bill from hell'.

Defra considered processing an electronic invoice from the mobile phone provider directly into their Oracle finance system, but found that:

- a) significant capital investment and substantial internal implementation support would be required; and
- b) the finance system did not meet their specific requirements to automate the invoice verification and approval process.

Defra also evaluated options offered by the mobile phone provider, but concluded that these also failed to satisfy

Consequently, Defra implemented Tritorr's Invoice BackOffice solution to process the mobile phone invoice on-line.

Invoice BackOffice (IBO) is a web-based invoice processing solution that enables organisations to verify and approve very large consolidated invoices. It also facilitates electronic interface of the approved file to any finance system.



Within weeks of Defra's agreeing and verifying mobile phone volumes with the provider, the invoice was being processed entirely electronically. Every user verifies their statement online and every statement is electronically approved by their manager. All transactions are precisely cost coded and IBO maintains a complete audit trail.

In addition to the significant improvements in control, accuracy and efficiency, the IBO process has benefited Defra in terms of:

- **hard cash savings in the region of £165,000, by highlighting and correcting billing errors;**
- **annual process cost savings in the region of £235,000, by automating a previously manual task (according to process costs published by the Office of Government Commerce).**

The mobile phone provider has also benefited; electronic delivery of the invoice has eliminated the requirement to provide printed versions. As credit control is now driven by Defra's IBO system, the mobile phone provider no longer must expedite payment; payment is consolidated and prompt.

Defra has already extended its use of IBO to other suppliers and intends to apply IBO in area if large, complex invoices including utilities and car hire..

Tritorr continues to develop IBO for those invoice types and for others such as travel agency, facilities management, catering, Procurement Cards, reprographics, temporary staff hire many others.