

Capita Cuts Over 70% Off the Cost of Processing an Invoice

Challenge:

Capita faced high costs and inefficiencies in their purchase-to-pay (P2P) process, with limited controls, visibility, and a reputation for late payments. Manual invoice handling at multiple sites led to errors, slow approval cycles, and duplicate payments.

Solution & Impact:

Capita implemented Tungsten ReadSoft Invoices and Process Director, automating their invoice processing with OCR technology and SAP integration. This centralized workflows, reduced manual intervention, improved visibility, and ensured same-day invoice availability, enhancing control and fraud prevention.

70%

Cost reduction for invoice processing

ROI

Achieved within first year of operation

400,000

Invoices processed annually with faster, more reliable payment cycles, enhancing supplier relationships

“We achieved ROI on scanning in the first year of operation, and have been able to implement better controls and improved visibility of our invoicing processes, avoiding fraud and duplicate payments which previously cost us hundreds of thousands of pounds a year.”

Richard Good,
Enterprise Applications Director, Capita