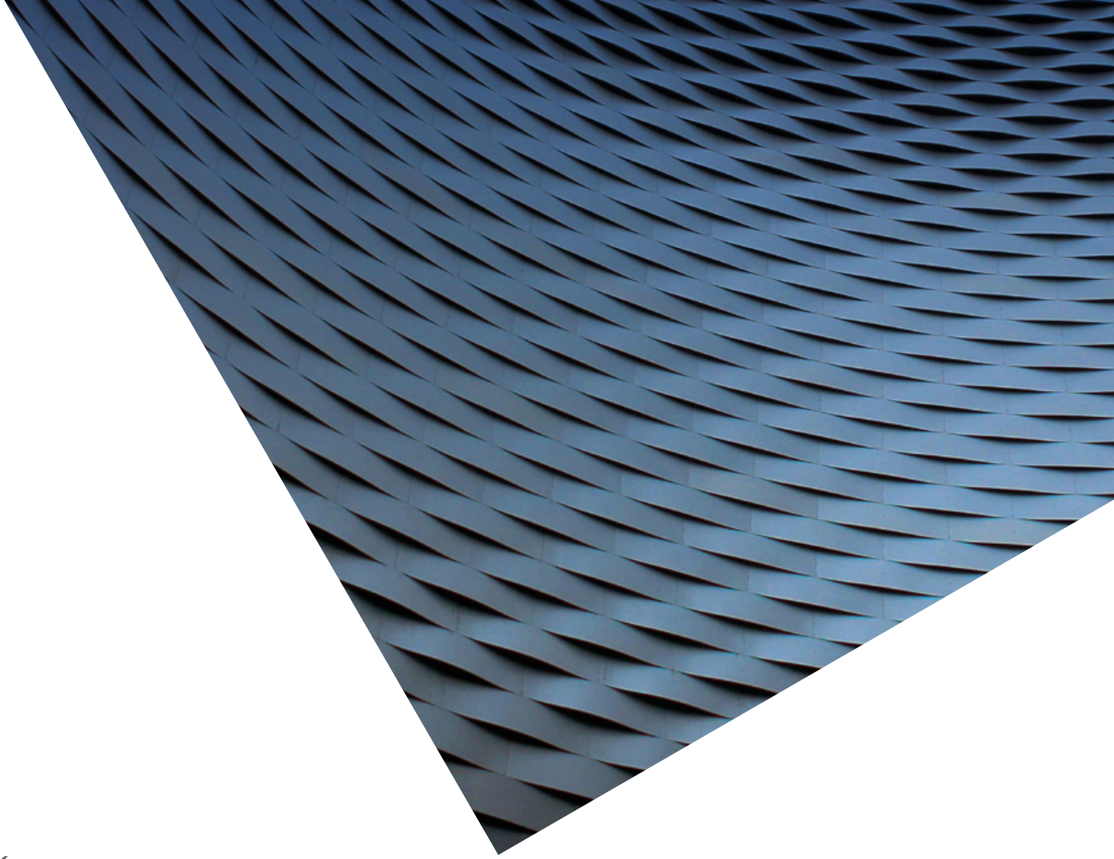
How to Run a Successful Invoice Automation Project for Microsoft Dynamics 365

Invoice automation is a transformative solution which delivers significant operational and strategic benefits throughout organizations. It saves time and money in AP departments through automation of repetitive manual invoice entry and verification tasks, enables financial visibility and control not possible with paper based systems, fosters interdepartmental collaboration and streamlines invoice authorization processes.

Maximizing the potential benefits requires adjusting workflows in all departments involved with receipt of goods and services and processing associated invoices to minimize manual processing. But fear not – this is a well-trodden path with 63% of organizations identifying reducing invoice-processing costs among their top AP priorities.[1]

Expecting to parachute invoice automation into any organization and maximize the rewards it offers would generally be regarded as unrealistic - invoice automation priorities vary between organizations and implementation approaches should be adjusted to accommodate these. This document is an introduction to some of the due-diligence you should consider to ensure that invoice automation delivers the best possible outcome with minimum resources and disruption within your Microsoft Dynamics 365 environment.

1. Ardent Partners, The State of ePayables (2017)



Doing the groundwork

Preparation is vital for any successful project, and invoice automation is no different than any other project. Is invoice automation the right solution for your organization, are you likely to achieve your goals? Do you have the right team in place internally and from your suppliers to drive through change? How seamlessly will the solution integrate with your Microsoft Dynamics 365 ERP? Is there agreement on who will own this project – IT or finance?

Bottomline recommends an approach which involves five key stages:

Evaluating invoice automation viability for your organization

Understanding invoice automation and mapping to organization priorities

Agreeing on the scope of work to be carried out

Implementation project

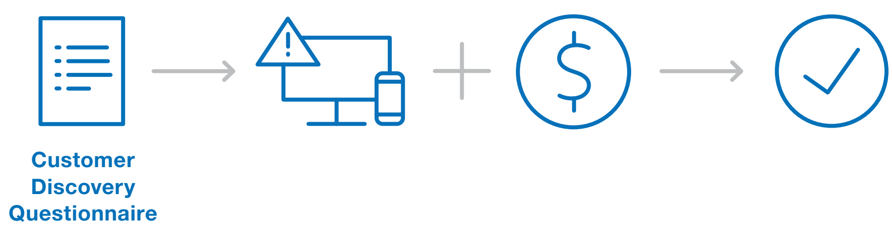
Training and system acceptance

1

Evaluating invoice automation viability for your organization

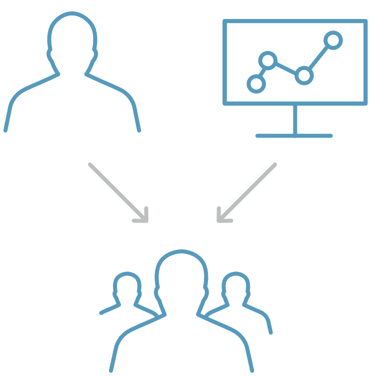
Because invoice automation ambitions and circumstances vary between organizations, Bottomline has devised an introductory **customer discovery questionnaire**. This helps carry out an initial review of any potential obstacles to achieving your goals, shares **benchmark data** against your objectives, allows us to provide **budgetary indicators** and advises which functional managers should be involved in the invoice automation project.

We understand that invoice automation is not for every organization, so this initial step provides important insights into the likely success of your project – without you needing to commit a large amount of resources.



2 Understanding invoice automation and mapping to organizational priorities

It is our experience that both the supplier and the customer need to commit functional resources early in the project. This allows ratification that standard systems will meet all requirements, or to identify any customizations required to match customer business processes.



- Bottomline Team
  - Salesperson
  - Pre-sales advisor
  - Professional services implementer
- Customer Team
  - Project sponsor (Finance)
  - Manager responsible for AP
  - AP department user
  - A (high PO volume) cost center manager
  - Microsoft Dynamics 365 owner / tech specialist
  - IS/IT representative aligned to AP

The next stage is to arrange a **"show the product" session** to the assembled team. Usually this takes 2-3 hours depending on the level of interaction. The purpose of this is to show the customer team what the system will look like and explain how the system will match the priorities identified in the **customer discovery questionnaire**. It is important that experts and those impacted throughout the business are party to improvements and kept informed. This will ensure all angles have been taken into account and maintain buy-in. We will also take the opportunity to discuss how after meeting initial objectives, other companies have leveraged invoice automation for strategic benefits.

Afterwards, we would review the original **customer discovery questionnaire** to confirm that business objectives and priorities remain as originally envisioned.

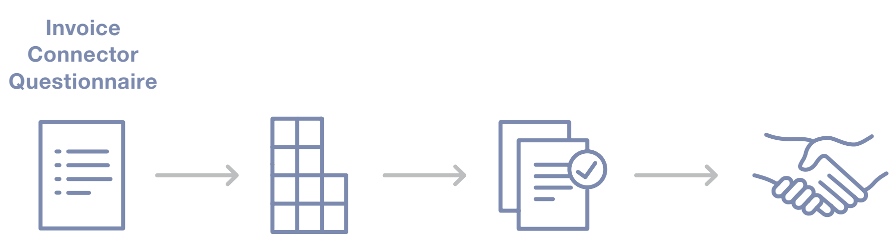
3

Educate Employees and Third-Party Vendors on Effective Security Measures

After capturing the business objectives, we will carry out a review of the technical environment with our **invoice connector questionnaire**. This is a detailed appraisal of the technical environment and workflow which allows the customer and supplier teams to build out a **document of understanding** and **statement of work** to clearly define the scope of the project. The **statement of work** identifies both standard implementation modules and any customizations or training required and will allow Bottomline to generate an accurate quote for the invoice automation system and implementation within Microsoft Dynamics 365.

Implementation plans will involve resources from both Bottomline and the customer, who will together create and agree to a **task and timeline plan**.

Bottomline will also create a **final quotation** describing exactly what has been agreed upon, for the customer agreement and order.



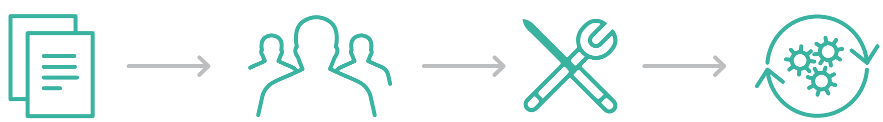
4

Implementation project

The implementation team will be passed the **statement of work** and the **task and timeline plan** which have been agreed upon. A project manager will be assigned from Bottomline and the customer will also be asked to assign a project manager, each responsible for maintaining cadence on their assigned activities.

The assigned Bottomline project manager will host a **kick-off meeting** or conference call with the customer to review the **statement of work**. This will form the scope of the project and enable Bottomline's experienced consultants to identify the best approach to tailoring Bottomline solutions to meet customer needs. They will also discuss the **exemplar documents** and **test plans** that the customer will need to get ready for the next stage of the project.

The Bottomline project manager will ensure that the implementation is carried out according to the agreed plan, proactively communicating with all stakeholders and addressing any issues that arise.



5

Training and system acceptance testing

The **statement of work** and the **task and timeline plan** will include elements of system handover and sign off requirements to define the system handover and terms for system acceptance.

The final stage of the project involves the customer using the prepared **exemplar documents** and **test plans** to carry out wide **user acceptance tests** on the implemented solution. Bottomline recommends that the customer maintains an **issue register** and communicates it regularly with Bottomline. This register is vital for focusing consultant efforts on the areas that need it most.

When the system matches the scope in the **statement of work**, Bottomline will provide the agreed **mentoring** and **training** so that the benefits from invoice automation can be maximized.

At the end of the project, the Bottomline project manager will provide the customer with a **functional specification** and **handover documentation**, to facilitate the customer's post-project support by Bottomline.

Finally...

Bottomline has performed systems integrations for more than 10,000 customers globally including 60 of the Fortune 100 companies, 85 of the FTSE 100 companies, 400 commercial and business banks including 15 of the global top 25, 13 of the top 25 global insurance companies, and more than 1,500 healthcare organizations.

Our experience tells us that following the above process reduces the resources required to evaluate invoice automation suitability, leads to better and faster implementations, minimizes organizational disruption and ultimately results in delighted customers.

Get started today! *Find out more about how Bottomline Technologies can make your invoice automation goals for Microsoft Dynamics 365 a reality.*

LEARN MORE

Bottomline

Connect with us

About Bottomline Technologies

Bottomline Technologies (NASDAQ: EPAY) helps make complex business payments simple, smart, and secure. Corporations and banks rely on Bottomline for domestic and international payments, efficient cash management, automated workflows for payment processing and bill review, and state of the art fraud detection, behavioral analytics and regulatory compliance solutions. Thousands of corporations around the world benefit from Bottomline solutions. Headquartered in Portsmouth, NH, Bottomline delights customers through offices across the U.S., Europe, and Asia-Pacific.

For more information, visit www.bottomline.com.

Corporate Headquarters
325 Corporate Drive
Portsmouth, NH 03801
United States of America

Phone: +1-603-436-0700
Toll-free: +1-800-243-2528
Fax: +1-603-436-0300
info@bottomline.com

Europe, Middle East, Africa Headquarters
115 Chatham Street
Reading, Berkshire RG17JX
United Kingdom

Tel (Local): 0870-081-8250
Tel (Int): +44-118-925-8250
Fax: +44-118-982-2253
emea-info@bottomline.com

Asia Pacific Headquarters
Level 3, 69-71 Edward Street
Pyrmont, Sydney NSW 2009
Australia

Tel: +61-2-8047-3700
Fax: +61-3-9824-6866
ap_info@bottomline.com