



## Transform® Filer Pays Off for the Government of Bermuda Accountant General

### Company Profile

**Customer:** Government of Bermuda; Office of the Accountant General

**Industry:** Government

**Overview:** The Accountant General's Department is responsible for all monies paid into or out of the Bermuda Government and monitors all funds flowing throughout government accounts. The department also manages the Government's working capital to ensure it maintains sufficient liquidity to cover all operating expenditures while at the same time maximizing the Government's return on its cash holdings.

**Bottomline Solution:** Transform Filer

**Host Systems:** Oracle JD Edwards EnterpriseOne®; Microsoft SharePoint® 2010

### Case Study Highlights

- 30% reduction in time to process payments
- All required supporting documentation now correctly associated with each payment in EnterpriseOne, dramatically reducing staff time to research and recall information, as well as increasing accuracy
- Immense reduction in physical storage space, including the elimination of two off-site storage facilities previously required for paper document retention

### Challenge

The Government of Bermuda had a paper problem.

A division of the Ministry of Finance, the Accountant General's office is the government's cash management hub, responsible for all non-payroll payments. The core of the problem was the supporting documentation required for each payment issued. With a staff of six full-time personnel processing more than 8,000 payments each month – all of which included a minimum of five pages of related back-up – paper file boxes had begun to overwhelm their offices and their work-day.

According to Leslie Holder, Manager, Financial Systems with the Accountant General's Office, "It was a terrible mess. We actually had one whole room in the office devoted to nothing but paper, with boxes and boxes that had to be retained on-site until our annual audit period, as well as other off-site locations segmented for both short-term and long-term storage. With that volume, you can imagine how difficult it was to find one piece of paper related to a transaction among tens of thousands."

A prime opportunity arose in 2008 when the AG's Office elected to upgrade their JD Edwards World system to EnterpriseOne. Concurrent with the upgrade project, the team also wanted a solution that would create an electronic record of the documentation required for each payment, and then accurately associate those documents with the correct transactions in their ERP for easy reference and retrieval.

Said Holder, "We needed a process that would improve the rate of correct recall for a specific transaction, consolidated in one location – not in four different boxes where we couldn't find it. We also needed it to be easily accessible so that various departments could add to the file over time." Given the AG's payment volume, scalability was also an important criterion.

"But ease of use was key," added Holder. "With the JD Edwards implementation, we were on-boarding lots of new users, not all of whom were technically-savvy. There was so much change going on already, we had to be careful not to overwhelm the users. We also wanted it to be seamless from their perspective so that it was not obvious they were switching from JD Edwards to another archive application."

## Solution

As part of the due diligence for their upgrade, the team from the Government of Bermuda was referred to a fellow client of implementation partner AMX International, Adams County of Colorado. Adams County had been working with Bottomline on a similar project to implement Transform Filer. David King, Bermuda's Assistant Accountant General, made several site visits to Adams County to review their solution and ultimately made the decision to purchase Filer as well.

"Filer really met all our requirements, and allowed us to leverage investments we had already made in SharePoint, as well as existing hardware for document scanning," said Holder.

Transform Filer allows users to quickly capture and index any paper or electronic document into SharePoint with a single click directly from their desktop or business application screen. By linking content across applications based on configurable metadata fields, Transform Filer speeds search and retrieval of documents from SharePoint libraries, and eliminates costly steps for manual paper filing and storage. Compatible with all leading ERP and accounting systems, including EnterpriseOne, Filer works with any device that can scan to a file directory, including fax servers, copiers, desktop and network scanners.

## Results

Following their implementation to configure specific data fields and map to the relevant values in EnterpriseOne, the results with Filer were both quick and impressive. "It worked exactly as we had hoped," said Holder, "and we're very happy with the process now. What was important to us from the beginning worked perfectly, just as promised."

The AG's Office was able to demonstrate critical improvements across all their important business objectives, including:

- **Faster payment processing cycles.** Compared to their paper-bound process before implementing Transform Filer, the team has reduced the time required to issue a payment by a third.
- **Faster, more accurate recall of supporting documentation.** Now, the required back-up documents (invoices, purchase orders, etc.) for each payment are directly associated with the transaction in EnterpriseOne and

can be easily recalled with just one click for reference or printing. "We've also built some controls into the logic of EnterpriseOne to ensure that every payment has the required supporting documents. It's become absolutely integral to our process," added Holder.

- **Dramatic reduction in costs and resources devoted to physical paper storage.** No more rooms filled with paper! The Accountant General's office was also able to eliminate two sites that were contracted exclusively for off-site paper file storage.
- **An easy to use application that was well adopted by their staff.** "Typically with IT projects you only hear complaints, never kudos. In this case, silence is golden," said Holder. "We're simply used to it now," added Hattie McChardy, Financial Systems Coordinator for the Accountant General's Office, "and the team likes the fact that they can do their work in JD Edwards without interruption then scan after. They do not have to stop and do one document at a time."

Going forward the Accountant General's Office is looking to extend the use of Filer to other departments as well, including their Government Employee Health Insurance Scheme (GEHI), the self-insurance arm of the Bermuda Government.

## About Bottomline

For more than 20 years, Bottomline has been focused on software applications that optimize document-driven processes. As a result, Bottomline possesses both the proven solutions and the tested domain expertise to deliver consistent customer value and significant return on investment.

A leader in payment, document and invoice automation, Bottomline's solutions have been successfully installed for more than 10,000 corporations, financial institutions and healthcare organizations around the globe.



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