

The Four-Phase

Journey to AP Automation



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Introduction

As digital transformation continues to accelerate the way business is conducted, finance teams are looking for ways to improve organizational efficiency and focus on strategic initiatives. Through the power of AP automation, finance and accounting teams can reduce errors, save time and increase cash flow.

When selecting an AP automation tool, you can minimize risk and create a seamless onboarding experience with coordinated planning and project management. The technology provider you select should support this by hosting a multiphase onboarding process that includes opportunities to add value, guarantee ROI, scale automation, support your in-house BI tools, and train your team for success.

Here is a four-phase process to reference in setting expectations for a streamlined onboarding experience to start your AP automation journey.



STEP

1 Discovery



Expect your technology provider to do a deep-dive into your pain points and concerns to determine how their AP automation solution can best optimize your processes.

- 1 Collaborate with your technology provider so they can gain a holistic understanding of your current systems to determine how to best mitigate risk.
- 2 Communicate your goals for AP automation by working with your technology provider and set up a project plan that details success criteria, including ROI expectations.
- 3 Coordinate meetings for your finance and IT teams to discuss your operational challenges with your technology provider, then outline an integration plan for AP automation.

STEP 2 Training



Your technology provider should prioritize your team's success by ensuring that they have the necessary training and resources available to become product champions.

- 1 Help your team adjust to change through one-on-one office hours with your technology provider's customer success team to increase adoption and assist with change management.
- 2 Train your internal team to use the AP automation solution and host multiple workshops on product features with the assistance of your technology provider's customer success team.
- 3 Continue discussions with your technology provider on how to customize the product to fulfill specific business needs.

STEP
3

Automation



The technology provider should work alongside your IT team to understand the scope for integration and specific details of your AP department to create fully customized, automated processes.

- 1** Work with your technology provider to set rules for automated approvals, 3-way match criteria, 2-way real-time integrations, workflows, and reporting capabilities. Then conduct testing to meet established requirements to go live.
- 2** Ensure that your technology provider is centralizing your AP processes within the AP automation solution for quicker turnaround times and efficiency.
- 3** Go live! You should have access to a real-time API to extract data into in-house BI tools, detailed account-level views of organizational spend, and a record of truth to reference prior to any payments being executed.

STEP
4 **Growth**



Your technology provider should maintain frequent communication and ask for feedback on product performance and recommendations for improvement.

- 1 Experience a continuous increase in ROI and leverage product updates as they become available after a smooth onboarding process and lightweight product deployment.
- 2 Continue to build a strategic partnership with your technology provider for long-term success and opportunities for growth.
- 3 Expect your technology provider to capture and implement your feedback into future product updates to ensure you have the tools to scale your business.

Conclusion

A successful automation journey starts with smooth onboarding and implementation. At OpenEnvoy, we are shifting the standards for AP automation with one-on-one support throughout the onboarding process and beyond. With a hands-on approach, we designate a Customer Success Manager from day one of the onboarding processes.

A successful automation journey begins with a smooth onboarding experience, and the technology provider you choose to help your business should ensure this happens with individualized support and thorough planning.

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“Our Customer Success Managers are focused on learning the specifics of your business from day one. Our main goal is to ensure our customers have support to be successful, and their needs are met in a timely manner.”

Marcelo Rivera

Sr. Customer Success Manager at OpenEnvoy

About OpenEnvoy

OpenEnvoy enables finance teams of all sizes with visibility, automation, and cash flow solutions. To learn more about how OpenEnvoy can help you prevent wasted spend, visit <https://www.openenvoy.com> or read more at **Future FinOps**.

