

CASE STUDY

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I N S P I R E D B U S I N E S S S O L U T I O N S

DIAGEO AUSTRALIA - *Diageo is the world's leading premium drinks business with an outstanding collection of beverage alcohol brands across spirits, wine and beer categories.*

These brands include: Johnnie Walker, Guinness, Bundaberg Rum, Smirnoff, J&B, Baileys, Cuervo, Tanqueray, Captain Morgan, and Beaulieu Vineyard and Sterling Vineyards wines. Diageo is a global company, trading in over 180 markets around the world. Diageo Australia is a Key Market in the overall Diageo market classification



• THE CHALLENGE

To streamline and simplify the existing manual expense claims process within Diageo Australia. The existing process suffered from poor and incorrect data, multiple coding of the same information into several disparate computer systems and an inefficient manual workflow and signoff process. The results of this process were unreliable and lead to more than 15 of 100+ claims per month being rejected due to incorrect data.

• THE SOLUTION

By leveraging existing investment in Domino technology and utilizing Satsuma Solutions expertise in both web-based workflow solutions and extensive integration capabilities, a web-enabled workflow solution accessed through the Diageo Australia Employee Portal was developed. The solution also seamlessly integrated with both the Financial Accounting and Payroll back end applications and resulted in an annual cost saving equivalent to approximately one and a half people in the Accounts Payable department.

ABN 63 096 080 698

THE TECHNICAL PLATFORM

- Compaq Pentium III Xeon processor-based server running Microsoft Windows 2000 with Lotus Domino R5.08 Web Server
- Satsuma Solutions bespoke developed workflow enabled Portal.



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THE CHALLENGE

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The requirement for handling expense claims within any organisation is critical.

It often involves interfacing with several disparate accounting systems, multiple coding of the same information and a lengthy and inefficient workflow process that is costly to the business and prone to human error. Diageo Australia was no exception to this rule. Approximately one quarter of the 450 Diageo Australian staff submit expense claims on a monthly basis. Of those around 15% are incorrectly completed and as a result are returned to the employee for changes.

Typical reasons for returning an expense claim are:

- The claim is not coded
- The claim is incorrectly coded
- The claim is not authorised
- Receipts or documentary evidence is missing
- Unable to read the handwritten claim form

Aside from the incorrect expense claims, other issues that impact the existing expense claims procedure are:

- Processing of incorrect expenses
- Paperwork being delayed or mislaid
- Manual coding of the same information by multiple people into different applications – BPCS (Financial Accounting) and SPECTRUM (Payroll).

The overriding business requirement for this application is to streamline and simplify the existing manual expense claims process.

This can be achieved by:

- Reducing the amount of data errors
- Reducing the amount of rework
- Removing multiple manual inputs of data into separate systems
- Improving the current flawed workflow process.

An initial high-level estimate of the proposed costs saving of the solution were calculated by the business as follows:

Area of Saving	Time saved per month
Manual input of data into BPCS and SPECTRUM	4 days = 30 hours
Reduced expense creation time – based on 100 expense claims per month	1 hour per user = 100 hours
Reduction in reworking of incorrect claims – based on 15% being incorrect per month	4 hours per claim = 60 hours
General Ledger Reconciliation – 4 people	16 hours
Financial Reporting – 6 people	18 hours
TOTAL	224 hours = 30 days per month



THE EXPERIENCE

“Overall,” says Marian Curtin, “Satsuma displayed professionalism and great customer service throughout the whole project. Their consultative approach ensured that the product was as close to the ideal as envisioned. Finance were actively consulted and involved every step of the way from product conception, development and implementation to ultimate closure.”

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THE SOLUTION

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I N S P I R E D B U S I N E S S S O L U T I O N S

• *Based on Satsuma Solutions extensive web-based workflow application experience, the solution was developed to utilise the core competencies of Domino as a web server and workflow platform, as well as creating an easy to use browser based interface that allowed individuals to complete their expense claims in a logical step-by-step manner.*

By integrating the solution with the correct back end systems, lookup tables were created and maintained ensuring data integrity throughout the solution.

When asked of the impact that DOLFIN had made on the Finance Department, Marian Curtin, Accounts Payable Manager of Diageo Australia responded "The monthly expense claims process (ie. Personal & corporate credit cards) previously took Accounts Payable 2 weeks per month to interpret and process, it now takes 3 days maximum. In addition, it saves Payroll approximately half a day a month."

This reduction in processing time was made despite staff numbers increasing by 153% in the first year after the application was implemented. During the same time the number of Credit Card holders grew by 315% and the number of manual expense claims reduced by a staggering 788% per month.

The impact was not restricted to the Finance and Payroll departments, Brooke Keppie, Financial Controller of Diageo Australia states that "The DOLFIN application has effectively streamlined and simplified the workflow surrounding the expenses process. The end user (ie. employee) now has a much more concrete understanding of the expenses process."

The solution also added another module to the already impressive list of modules available on the Diageo Australia Employee Portal. Andrew Thomson, Information Strategy Manager for Diageo Australia explains, "The DOLFIN solution added a real business critical workflow application to the Portal. When we benchmarked other organisations about what should be on our Portal, one of the key features was workflow. Satsuma's experience in workflow solutions was crucial to our ability to deliver this project on time and on budget. The critical nature of the application was also consistent with the strategic message that Satsuma had been telling us for some time – that to drive people to use your Portal, the solutions must make an impact on the employee. And what could have more of an impact than your pay packet!"

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"Satsuma also conducted a very effective hand over of their product to our IS department post-implementation."

These sentiments are echoed by Stephen Matthews, Finance Director of Diageo Australia. "Satsuma demonstrated a professional approach to the project. Any issues, which arose during the course of the project, were actioned within hours of flagging and were always closed off in a very timely and effective manner."

"The project management spoke volumes of the company's experience in the field and thorough knowledge & expertise of its subject area."



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