



# ABBYY FlexiCapture® for Invoices Improves Productivity at a Singapore Healthcare Facility

## Customer Overview

### Name

Healthcare facility

### Location

Singapore

### Industry

Healthcare

## ABBYY Solution Partner



pericomimaging.com

## Challenge

Process a large volume of vendor invoices in limited time.

## Solution

Implementation of ABBYY FlexiCapture for Invoices.

## Results

- The productivity has risen to 700 invoices processed per 1 hour;
- The manpower involved has been cut by almost 60%;
- Document processing takes 50% of the original time.

Singapore's medical facilities are often ranked as the most modern, well-equipped and efficient in the world. Nevertheless, the population ratio of 1 doctor per over 500 people makes healthcare an extremely labor intensive field of business in the country, with a great number of incoming documents daily.

## Challenge

In one of Singapore's healthcare facilities the average throughput used to be 2,000 vendor invoices per day. Their registration was based on manual data input. In order to process a document, an employee had to manually retype the invoice number, vendor name, invoice date and other data from paper documents into the company's internal system. This procedure was highly time-consuming, and due to the human factor a considerable number of errors occurred.

As time is crucial in business, any delay in invoice processing affected the entire workflow. Moreover, vendor invoices typically have a short validity period, and companies are subject to fines for delayed payments.

In order to avoid the aforementioned difficulties and improve productivity, the institution needed an alternative solution.

## Solution

The main aim of the project was to reduce the labor intensive work and increase the efficiency of document processing.

In order to choose the best automation solution the healthcare institution held a tender, which was awarded to Pericom Imaging (S) Pte Ltd. The team suggested a system based on ABBYY data capture technologies. In approving this decision, the customer took into consideration the company's reputation in the industry, as well as their efficiency and excellent customer service.

ABBYY FlexiCapture for Invoices was chosen for its ability to capture essential data from various invoices right off-the-shelf, without complex set-up. The software is auto-learning, and when new invoice types arrive, the operators may train the system by themselves.

Afterwards the data are transferred into accurate, searchable and highly structured electronic formats.

To cope with the existing daily volume of documents, the institution introduced 3 scanning stations to automatically scan the documents into a shared folder, and 2 verification stations under the control of operators for semi-automatic verification of captured data.

Once verified, the data are exported directly into the company's internal financial database. Thus, most of the manual data entry and verifying work at the facility has been automated.

## Results

Within only 1 month of implementation, ABBYY FlexiCapture for Invoices has proved to be an extremely efficient tool with an average processing productivity of 700 invoices per 1 hour.

Before the implementation of the solution 3 full-time data entry operators and 3 full-time verifiers had to spend 8 working hours to process 2,000 documents. After installing ABBYY FlexiCapture for Invoices the manpower has been cut down to 2 full-time verifiers and 1 part-time worker, who are able to finish the same amount of work in 4 hours.

Thus, with the help of the software the healthcare institution has been able to optimize the manpower by almost 60%. 2 staff members and 1 part-timer can now pull off the tasks that used to involve 6 people — and for only 50% of the original time.

The significant decrease in time and resources drives the company's business processes and allows to cut expenses, shift the focus to other activities and increase overall efficiency. In addition, the implemented software has been crucial in eliminating mistakes, making the results considerably more accurate.

## About ABBYY

ABBYY is a leading global provider of technologies and solutions that help businesses effectively action information.

### ABBYY 3A

Asia, Baltic, Middle East, South America, Africa  
P.O. Box #32, Moscow, 127273, Russia  
Phone: +7 (495) 783 3700  
Fax: +7 (495) 783 2663  
[sales\\_3a@abbyy.com](mailto:sales_3a@abbyy.com)



© 2014 ABBYY Production LLC. ABBYY and FlexiCapture are either registered trademarks or trademarks of ABBYY Software Ltd. Other product and company names mentioned herein may be trademarks and/or registered trademarks of their respective owners and are hereby recognized. Part#7755e

[www.ABBYY.com](http://www.ABBYY.com)