

# BizTech Solutions, Inc. Case Study:

## AECOM Saves Time and Improves Efficiency



ISV/Software Solutions

### About AECOM

AECOM (NYSE:ACM) is a global provider of professional technical and management support services to a broad range of markets, including transportation, facilities, environmental and energy. With 50,000 employees around the world, AECOM is a leader in all of the key markets that it serves. AECOM provides a blend of global reach, local knowledge, innovation, and technical excellence in delivering solutions that enhance and sustain the world's built, natural, and social environments. AECOM serves clients in more than 100 countries and had revenue of \$5.2 billion during its fiscal year 2008.

### The Business Challenge

In an organization as large as AECOM, with 50,000 employees across the globe and 10,000 requisitions per month, purchasing materials and equipment for environmental engineering projects is a formidable task. Inefficiencies of any kind can result in significant costs in time and money.

### Strategic Actions

As a leading global service provider of comprehensive environmental remediation solutions, AECOM often purchases high value equipment and materials used in these solutions. These high cost items are billed to clients as projects are completed. Any delay in the acquisition, payment or invoicing processes can have a negative impact on both cash flow and profits. Given the potential negative impact on AECOM's bottom line, the organization sought to:

- improve and control the flow of acquisition and payment processes
- identify where the work is in the process at any point
- show, in "real time", the potential dollar impact to their bottom line

AECOM uses a SQL-based Enterprise Resource Planning (ERP) system to generate purchase requisitions, A/P vouchers and invoices. They found that the ERP system supported automated data entry for the documents involved, but that "approvers" had to log on to the system to find things to approve. With up to five approval levels, the work could be delayed because people were on vacation, traveling, or for other reasons. Also, the supporting documents are external to the ERP system, so snail mail was used to send them among approvers. AECOM's solution was to define a business process to aggressively pursue electronic approvals, easily enable changes (since approval paths are dynamic), and move the approval processes at optimum speed.

### The Solution

INDICIUM is a robust, open-architected enterprise product developed by INDICIUM Software Inc. AECOM was familiar with the power and flexibility of the INDICIUM Flow software product through their experience using INDICIUM DM for enterprise document management. This knowledge facilitated the vendor selection process as they evaluated workflow software and competitive products. BizTech Solutions, Inc. - a Gold Certified, ISV Managed Microsoft Partner and authorized INDICIUM reseller - was able to demonstrate how a close integration could be achieved among INDICIUM Flow, INDICIUM DM, INDICIUM Capture, and AECOM's existing Lawson ERP.

With the use of INDICIUM Flow, BizTech prototyped an end-to-end solution infrastructure that maintained AECOM's investment in existing systems. At AECOM, INDICIUM Flow communicates with the Lawson software to "image enable" various applications within the ERP system, using INDICIUM DM as the document store. To "workflow enable" the ERP system, Lawson flags and data are used to initiate the INDICIUM Flow processes that move requisitions and invoices throughout the world for approval actions. Ultimately, INDICIUM Flow updates Lawson databases, and then stores approved invoices in INDICIUM DM. Throughout the processes, INDICIUM captures and stores Business Intelligence data used for real-time inquiries by AECOM's management.

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## The Benefits

Using INDICIUM has enabled AECOM to identify and track the status and location of every vendor invoice and purchase requisition generated by any employee, at anytime, anywhere in the world. Using Business Intelligence data engineered into workflows, AECOM can answer questions like: "What is the value and timeline of purchases that can be billed back to our clients?" and "Where are those purchases and payments in our pipeline?"

Work flows smoothly through AECOM's new system, reaching requisitioners, approvers, and payers throughout the day. Approvals are no longer delayed in snail mail and documents do not languish in mailboxes. The new solution solicits approvals 24/7 via e-mail, using a single "official" electronic copy of invoices stored in INDICIUM. The system generates e-mail alerts about overdue approvals, and managers may query status in real time via their browsers.

Contrast this with the former scenario where supporting documents were mailed between approvers, and the approval process relied on individuals logging into the ERP system on "their own schedules". In some cases the "worst-to-best" timing scenarios for an approval could involve comparing weeks to minutes.

"Our success with INDICIUM has not only helped us improve our processes, but has made other businesses take notice," explained the IS Director of AECOM. "At industry meetings, people are interested in what we have been able to accomplish. We look forward to reaping all the benefits from the implementation as we continue to utilize and master its complete functionality."

## Technologies Used

- INDICIUM DM document management software
- INDICIUM Flow
- INDICIUM Capture
- Microsoft Exchange
- Microsoft SQL 2005

## Features & Benefits

- Reduces time, paper, and people costs for processing requisitions and invoices
- Improves efficiency with workflow task assignment
- Leverages existing investment in ERP software
- Provides comprehensive reporting to support revenue and expense management in "real time"

## About BizTech Solutions

BizTech Solutions, Inc. ([www.forbiztech.com](http://www.forbiztech.com)) is a Gold Certified, ISV Managed Microsoft Partner and award-winning systems integrator for Work Process Automation and Web Business Applications. The Company is a single source supplier of enterprise products for automation, workflow, document management, capture solutions and records management. BizTech provides innovative solutions to reduce operating costs and increase cash flow, focusing first on understanding the business requirements, and then applying technology where appropriate to provide competitive yet differentiating solutions for the client. BizTech creates and supports solutions in numerous industries including government, healthcare, financial/banking, and manufacturing.



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