

Bupa Sales Invoicing



"Our business is already reaping huge rewards in terms of improved cash flow. All in all a great success with minimum disruption and maximum benefits"

Martin Kirby
AR Manager, Bupa Wellness

"ConnectSales is flexible, innovative and rapidly implemented. It has had a huge impact on customer satisfaction, cash flow and even on resource costs."

The Problem

Until recently Bupa Wellness has had to print, collate and post all invoices to approved third party clearing houses relating to both AXA and Bupa claims.

This was time consuming, costly and environmentally unsound. These traditional processes also added significant delays to the clearance and payments chain and required a matching investment in resources to process these transactions manually.

With slow payments and a correspondingly high cost of service, a more effective approach was needed to overhaul these heavily manual and paper-based processes.

The Issues

- 10,000's sales invoices/month
- Time consuming & costly
- Too much paper involved
- Slower payment
- High cost of service
- Delays in clearance
- Manual processing errors
- Labour intensive

The Solution

ConnectSales EDI is now running with Bupa Wellness' existing Enterprise Resource Planning (ERP) system and the invoicing system has been transformed. No investment in new hardware has been necessary.

ConnectSales EDI converts the files seamlessly into the required format for the clearing house. The transaction files are then pushed by means of Electronic Data Interchange (EDI) directly to the clearing house where they appear in their systems automatically.

Clear reporting is generated by the ConnectSales system so Wellness have complete confidence that quality is at the standards both they and their customers expect.

The Solution

- Automated workflow & rules
- Seamless customer interaction
- Automated electronic invoicing
- Clear reporting
- Management Information

The Results

Validated Invoices are now being delivered to the clearing houses directly, immediately and without the need for manual processing, paper or transportation.

As a direct result, the efficiency gains have transformed the process of invoicing; cashflow has improved dramatically and "per invoice" costs have been significantly reduced.

Accuracy has improved to the point where invoicing errors have been largely eradicated and customer satisfaction levels are at an all time high.

Bupa Wellness has optimised its original ERP investment, maximised profitability and demonstrated business excellence to its customers.

The Benefits

- 1,000's transactions per week
- Improved cash flow
- Significantly lower costs
- Paper eliminated
- Accuracy significantly improved
- Total traceability
- Real-time management
- Customer disputes eliminated

The Client

Bupa Wellness is a division of Bupa providing health services via its Employee Assistance programmes to over 6,000 corporate customers throughout the UK including major supermarkets, airlines, manufacturers and financial institutions. It also caters for tens of thousands of people with individual Private Medical Insurance (PMI).

