

The background of the slide is a blurred photograph of a desk. It shows various items including papers, a pen, and some office supplies, creating a professional and busy atmosphere.

Automation Exposé

Automating Accounts Payable For New York State

Real Stories of Building Successful Automation Applications

Brought to you by the IBM Communities
and the ECM Metropolitan User Group,
the Midwest User Group, the New
England User Group and the Public
Sector User Group

Automation Exposé

Third Thursdays 11 AM ET

Real Stories of Building
Successful Automation
Applications

Automation Exposé

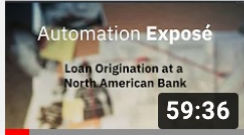
Thursday, August 18, 2022 @ 11 AM ET

Automating Accounts Payable in New York State



Special Guest: Greg Kaut, Versafile

Automation Exposé YouTube Playlist



Automation Exposé Decision Automation at a North American Bank

David Jenness



Automation Exposé Focuses on State of Texas Crime Victims Compensation System

David Jenness



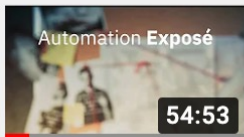
Automation Exposé - Rapid Automation at Primanti Brothers

David Jenness



Automation Exposé - Prolifics' Winning Application for the IBM Build-A-Bot Challenge

David Jenness



Automation Exposé Episode One - Automation Claims at the U.S. Veterans Benefits Administration

David Jenness

<https://www.youtube.com/playlist?list=PLwT-vpmImWbdnQp15zI776EjGpcBoBdBJ>

The 2022 IBM Business Automation Midwest User Group Hybrid Event

Register to attend Live or Virtually <https://ibm.biz/MidwestUser2022>

Promo Video



<https://youtu.be/G2AysNTmkAU>

Wednesday, August 24 11:00 AM CT – 4:30 PM CT

- Bill Lobig Keynote
- IBM Case Management Update
- MetLife on Containers
- AutoOwners Insurance on Search
- Discover on Blueworks Live
- Principal Financial on CM8 and BAW
- Genus Technologies on Cloud Deployments
- Dayhuff Group on Watson Assistant and BAW
- Happy Hour

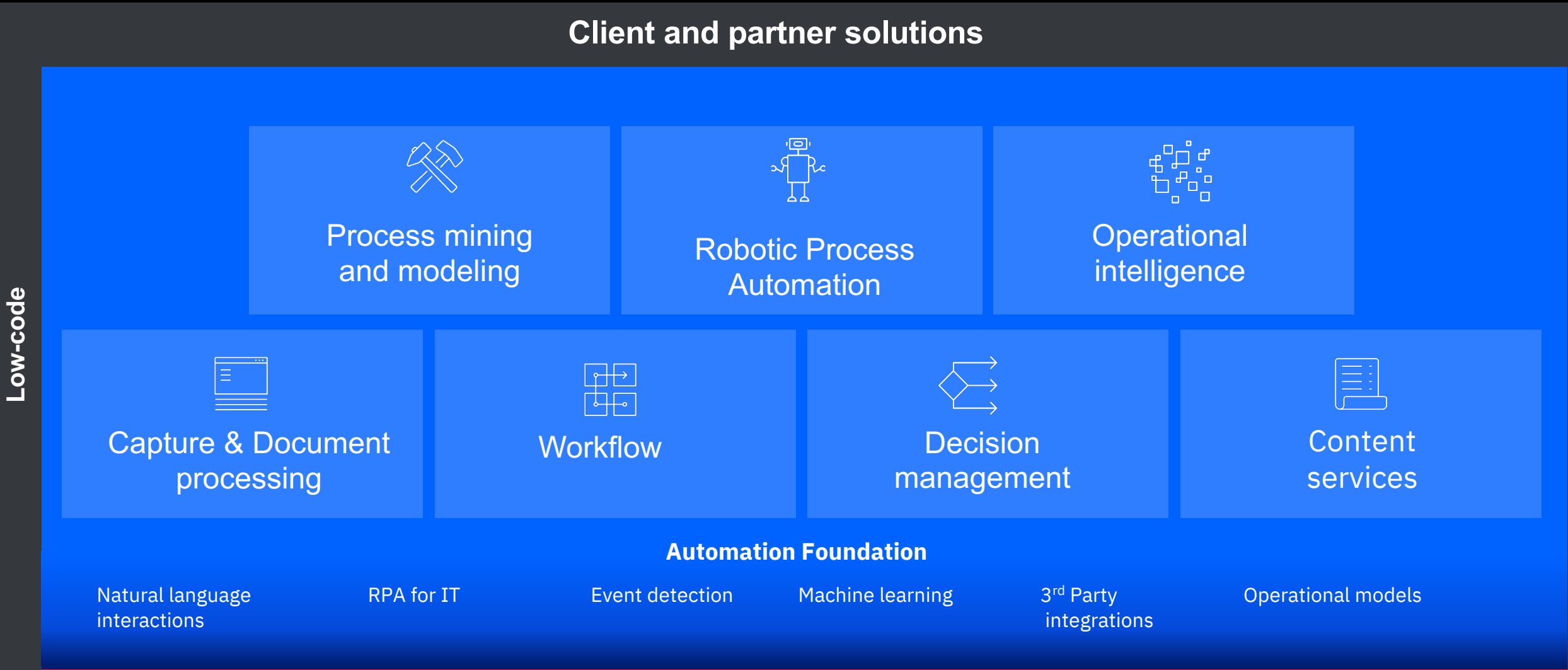
Thursday, August 25 9:00 AM CT – 2:00 PM CT

Product Managers Roadmap Sessions

- IBM Cloud Pak for Business Automation Platform
- IBM Document Processing
- IBM Content Services
- IBM Process Mining, Modeling, Workflow, Insights
- IBM Decision Management
- IBM Robotic Process Automation

IBM Intelligent Automation Platform

An integrated set of automation capabilities to intelligently automate all types of work





Background

Governor Andrew Cuomo chartered SAGE (Spending and Government Efficiency) Commission

- Sage Commission Findings: Need to centralize backoffice operations, including all accounts payable processes into 1 agency
- Created Business Service Center (BSC)
- Key Finding: To consolidate all 57 Accounts Payable apps into 1 enterprise app

Existing A/P Environment/Processes

- At agencies, accts payable processes ranged from apps to excel to paper
 - No enterprise tracking/view of the 700K invoices per yr or their status
- All payments were processed via Office Of General Services.
 - Their unsupported app ran on an unsupported server
 - During prime season (Mar-Fiscal YR is Apr 1 to Mar 31), server would have to be rebooted during day
 - Invoices were lost. May have to be resubmitted.
 - Or worst, encumbered monies could expire
- After 20 Calendar days, State must pay interest on unpaid amt

Project Shaping

- BSC staff developed a payment process to be implemented.
 - 1st State level enterprise A/P process in nation. Still is the only one.
- IT had just chartered my team as ECM Center of Excellence
 - Standardized on IBM Tech stack
- As a COE, my team & I were supporting 75K users and 3 dozen ECM apps
 - Team of 3
- Because of enterprise capability and expandability, decision was to built app on IBM ECM w/BPM & Datacap
- Did not have deep BPM expertise, needed a development partner
 - Worked w/IBM to find an IBM partner to build app.
 - App to be transferred to IT when completed;
- Project kickoff, Oct 29, to be in prod by Apr 10.

So, why do a project like this? BTW, 1 team member left in Nov.



An RKO Business Solutions Company

Partner Profile

Greg Kaut
Director of Business Development

Who we are...

OUTCOMES THAT MAKE A DIFFERENCE

VersaFile / RKO have been implementing custom content, process and automation solutions for enterprise organizations for over 15 years. Our extensive experience with legacy ECM and RM solutions, as well as today's intelligent automation and cloud services has allowed us to see what clients need repeatedly, enabling us to offer solutions that will get you up and running more quickly and affordably than a typical custom implementation.

“Trust and comfort is why clients say they continue to work with us. We believe that emanates from our core values.”

— Gary Hepler, President - Services

Team

In our world, team is a verb. The people at VersaFile are a close-knit group that naturally extend our team attitude to our clients and partners. Together we can achieve our common goals with the ultimate value coming from the people that care and work together.

Innovate

Intelligent Automation is lighting up the ECM industry. At heart, our people at VersaFile are inventors and solvers, whether it be a client solution that drives value to automating a process, inventing drives growth and can make a difference for all teams.

Responsible

Responsible sounds boring but it's why clients are with us for over 13 years! It's a promise to our employees, clients and partners, “even if it costs us”. That means we are responsible for everything we do - responsible for making a difference to your business and ours as well!

Advisory

- Program Development
- Intelligent Automaton
 - Information Lifecycle Governance
 - AI Ladder consulting and preparation

Modernization

- Containerization **Red Hat**
 - OpenShift Container Platform
 - CP4BA On Prem/Cloud
- Cloud Services
- Managed Services
- Transition and Migration Services
- Integration / CICD

Capabilities

- Process Intelligence
- Task and Desktop Automation
- Decision Services
- Business Automation/Workflow
- ECM / EDRM
- AI & Machine Learning

Integrated Solutions

- Docuflow – Extension for ICC for SAP
- Content & Process Integration
- SAP ECC, HANA, CLOUD
- SAP CRM
- SAP SuccessFactors

docuflow | **SAP®** Certified
Integration with SAP NetWeaver®

Financial Services

Industrials

Energy & Utilities

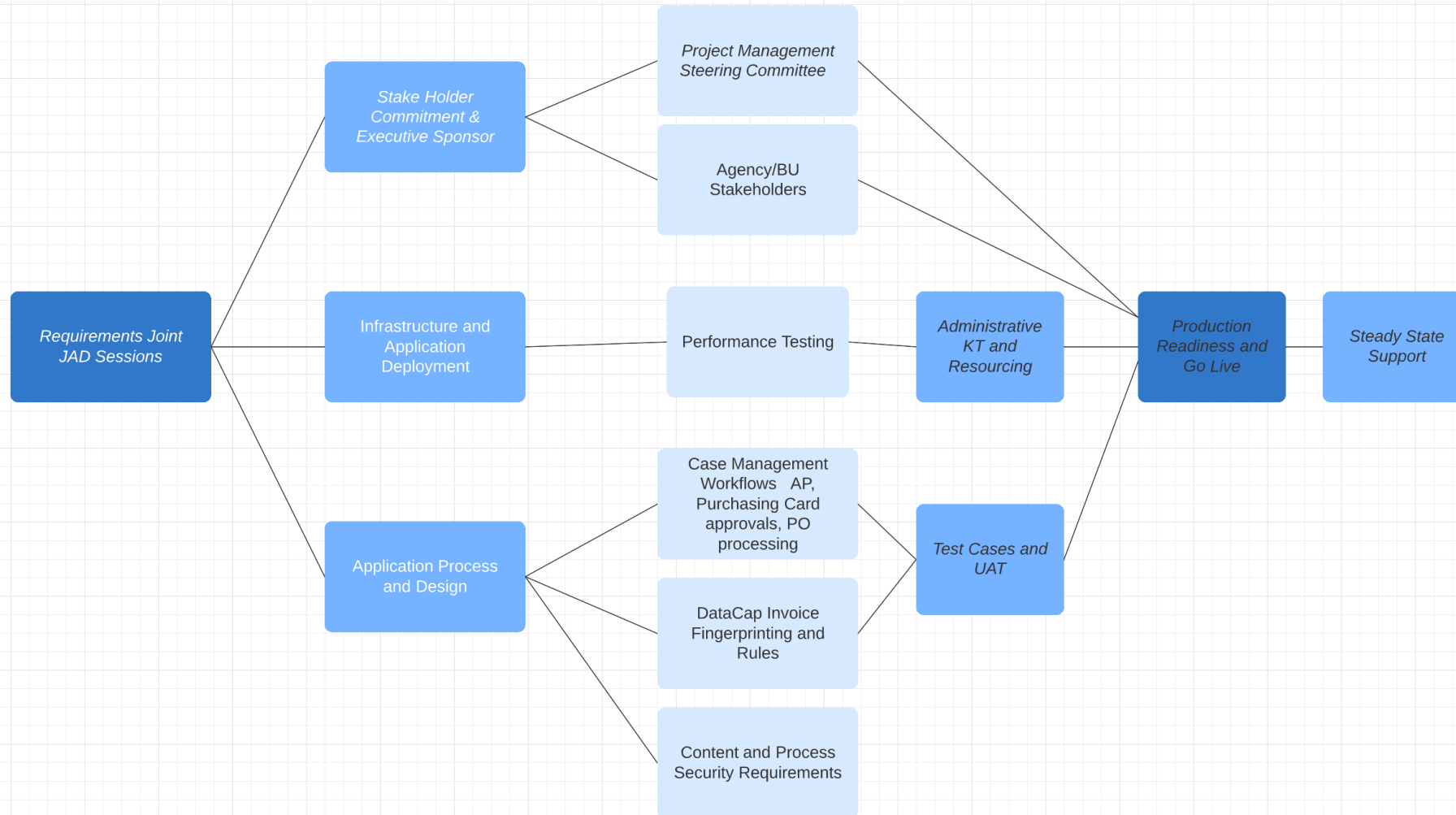
Public Sector



Partners



Engagement Implementation Tree



Key Takeaways

Effective Engagement Across IBM, VersaFile & NY State

- Respective Lead Consultants
 - IBM
 - IBM Infrastructure
 - Project Management
 - VersaFile
 - Finance and Accounting
 - PeopleSoft Functional & Technical
 - BPM/Case Management Implementation
 - NY State
 - Sponsor Support and Key Stake Holders
 - Department and End User Accountability
 - Investment in Administrative and Support Team

Considering Partners

- Functional and Application Domain Knowledge
- ERP/Financial System Knowledge & Expertise – (technical and functional)
- Platform Experience
 - Capable across platform
 - Proven Implementations
 - References

Project Outcomes

Tactical

- A/P app was in Prod by Apr 5th
- Staged onboarding. 5-10 agencies per month
- App deployed w/o any major issues.
 - No issues with design- BSC staff did their job
 - No issues w/the deployed code. Only a tweak or two.
- IBM stack handled increased volume w/o a ripple.
- Datacap just chunked through the submissions w/o fail.
- 80-90% of invoices are emailed, never touched.
 - Rest are 1,200 pages invoices for cell phones – Scan these in
- Overdue invoices are immediately identified
- My team grew to 6.

Project Outcomes

Impact: Strategic/Long Term

- Invoice management went from freewheeling to an air traffic control model;
 - A formerly chaotic EOY process became a moot process

Organizational Impact

- Digitization of accts payable brought efficiency, speed, and accountability to invoices
- Projected needed staff lower due to digitization efficiency.
- Invoices are typically paid on time.
 - A boon to small vendors – Improving cash flow;
- Elimination of 50+ processes freed 2-3 dozen IT staff for other tasks
 - Savings for decommissioning agency apps not calculated
- A/P app became another app in the BA/ECM COE
- Long term, during COVID, invoices could be processes remotely

Lessons Learned

Project Teamwork is a Thing

- Trust, drive, grit are the key currencies
 - Doesn't matter how people got to the project table, they are at the project table.
- Integration of the 4 management teams (BSC, IT, IBM, Versafile) set the tone
- Constant communication
 - Standup was 9am ET, every day. Daily tasks issued by 9:30 am ET. Status update by COB.
 - Reward staff for immediately surfacing issues.
 - Kathy Schick is a relentless Project Leader.
- Innovation drives innovation
- Hold to the contract/SOW.
- Note: Keep critical items for deployment in focus. Don't get distract by other tasks.