



Briggs Equipment drives efficiency and control with AP Automation



Case study



Briggs International is one of the world's largest distributors of Yale and Hyster materials handling equipment.

Solution: Medius AP Automation connected to Briggs' ERP Microsoft Dynamics AX

Number of supplier invoices: Approximately 220,000 invoices per year

Electronic invoices: 40% of invoices are received in EDI (XML), the rest are received via email or paper copy

Efficiency results: support business growth while maintaining original AP staff headcount

Touchless rate: from 0% touchless invoice processing pre-Medius AP Automation to a 66% touchless rate

Automatic distribution rate: from 0% to 82% automatic distribution with Medius AP Automation.

Driving AP process efficiency

Brigg's Equipment International is one of the largest distributors of Yale and Hyster materials handling equipment in the world. Headquartered in Dallas, Texas, Briggs is an international business with locations in the US, Mexico, and the United Kingdom, totaling 52 locations and 2,700 employees. The company generates over \$675M

USD annually, processing 220,000 invoices per year. By implementing Medius AP Automation to tackle the dispersion of invoices across numerous locations, Briggs has turned a highly manual and paper-based invoice process into a dramatically improved and highly automated system of efficiency.



A need for speed

In 2015, Briggs Equipment chose to implement Medius AP Automation as a means of improving the control over the invoice process and to reduce the overall lead time before an invoice could be approved and paid.

At the time, they had also decided to upgrade their ERP system to a more recent version of Microsoft Dynamics AX, and were looking for a solution that could smoothly integrate with the new ERP system to get up and running with accounts payable automation quickly.



Increasing the efficiency and speed of the invoice process was essential for us. We had 2 to 3 manual touchpoints before an invoice could be approved, and that often included shuttling paper invoices across departments and physical locations. With Medius AP Automation, we now process three quarters of our invoices without any human intervention, and almost all of our invoices reach the correct approver instantly and automatically.

Alden Senteney, Project Manager, Briggs Equipment

Before: lack of control

Briggs has thousands of invoices coming in from multiple locations and suppliers on any given day, totaling about 18,000 invoices per month. Even with a centralized accounts payable team and 40% of their invoices being processed through electronic data interchange (EDI), they knew there was room for improvement.

"We deal with a wide array of suppliers, not only from our main equipment product, but also from the various parts manufacturers that we use to supply thousands of different products. This generated an abundance of invoices that our central accounting was dealing with, and before Medius AP Automation we had no hard metrics to use as a baseline for improvement. We were dealing with a long delay in getting invoices approved, mostly because accounting wouldn't know what condition an invoice was in until someone physically delivered it from the building next door." - Alden Senteney,
Project Manager at
Briggs Equipment



Smooth delivery

Medius AP Automation was implemented at the very end of 2015 with deployment completed in around 3 months. Then, once Briggs had completed their upgrade of Microsoft Dynamics AX, the Medius professional services team stepped in to train and test the systems together, setting Briggs' team up to take off with their new systems.



Faster processing with EDI

The significant portion of invoices coming in via EDI also helped Briggs Equipment leverage the automation opportunities available in Medius AP Automation and quickly experience the value of a touchless process. The orders in EDI format can be processed much faster than traditional paper or pdf invoices, as they don't have to be scanned or processed via optical character recognition (OCR) and can enter the touchless process provided by Medius AP Automation.



The implementation process was even better than we'd hoped for; Medius AP Automation and Dynamics AX work incredibly well together, and from a business perspective, it was promising to know that our ERP system and AP automation solution were in sync so quickly.

Alden Senteney, Project Manager, Briggs Equipment

Better insight means more control

As part of the deployment and go-live process, the Medius team met with the team at Briggs to determine their goals and align on key performance indicators (KPIs). This provided Briggs with the tools and data they needed to continually improve their invoice process.

"Before Medius AP Automation, we didn't have the metrics or sightline we needed to benchmark our processes and make the improvements we

needed. With the guidance from the team at Medius, we could not only set up the KPIs we needed to track, but also maintained regular meetings with Medius and our team to pinpoint areas for improvement. We've been really pleased with the process and with the improvements we've been able to make." - Alden Senteney, Project Manager, Briggs Equipment

A future-proof success engine

Briggs Equipment has consistently been dedicated to the continual improvement of their accounts payable processes with Medius AP Automation. Today they have achieved a touchless rate of 66% and automatic distribution rate of 82% which is well in line or above the average benchmarks for all Medius AP Automation users. Still, the team possess a self-starting drive to keep improving their KPIs.

“The AP team at Briggs is incredibly pragmatic in their approach to continuous improvement of their AP process,” says Erik Rökaas,

Director of Customer Success, North America. “They go above and beyond in taking responsibility to read documentation on new functionality and play with settings and variables in their Medius AP Automation environment to see what can bring them to the next level of automation. It’s one of the great benefits of Medius AP Automation; the system can be easily configured by the business team to what works for their business, backed by the confidence of knowing the Medius team is there to support when needed.”



Scaling up the business

Briggs Equipment has demonstrated impressive growth as a business, acquiring MacKinnon Equipment & Services in the summer of 2017 thereby expanding their geographical footprint and their strength in the material handling business. They've been able

to scale their business without having to add any additional AP headcount, an impressive feat given their recent growth. They're also continuing to improve their existing Medius AP Automation KPIs further with new initiatives across their supplier database and their accounts payable team.



The Medius team provides us with insights into industry norms and best-practices, which we had no clue about nor any access to before. The combination of modern technology and industry expertise has been very valuable to us.

Alden Senteney, Project Manager, Briggs Equipment

About **Medius**

Medius AP management software replaces the work and worry of invoices with AI and automation. Medius goes far beyond basic automation by using artificial intelligence to do the work - so invoices get coded, approved and paid, and your business can trust your budgets and forecasts without the fear of potential fraud. And you won't have to worry about implementation and ongoing administration costs, because you'll start seeing the value immediately and the innovation won't stop. To learn more, visit medius.com.



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