Sonic Healthcare cuts AP keystrokes by up to 90%

See how Sonic Healthcare transformed manual, paper-based accounts payable across 14 Australian business entities with RapidP2P, Accounts Payable Automation, and Microsoft Dynamics AX.



EFFICIENCY Leaders

SONIC HEALTHCARE

CUSTOMER
Sonic Healthcare Ltd

INDUSTRY
Healthcare

LOCATION
Sydney, NSW

EMPLOYEES
35,000 worldwide

ERP
Microsoft Dynamics AX

ANNUAL REVENUE
$8.2B AUD

WEBSITE
sonichealthcare.com

SCOPE OF WORK

- RapidP2P Accounts Payable Automation
- Integration with ERP (Microsoft Dynamics AX)
- Touchless Invoice Processing
- OCR and Machine Learning
- Real-time Visibility and Controls

OVERVIEW

About Sonic Healthcare

Sonic Healthcare is one of the world's leading medical diagnostics providers and a top 50 company on the ASX. With over 35,000 employees operating across Australia, New Zealand, the UK, Europe and the United States, Sonic Healthcare delivers pathology, radiology and primary care services to millions of patients every year.

To support finance operations across its complex and decentralised group structure, Sonic Healthcare partnered with Efficiency Leaders to deploy RapidP2P and transform its manual, paper-based accounts payable process into a centralised, automated solution.

THE CHALLENGE

Manual invoice processing across 14 Australian entities

Sonic Healthcare was processing invoices manually across 14 Australian business entities, resulting in lost documents, duplicate entries, missed payments and a lack of visibility. Each entity had its own accounts payable team, with approximately 36 staff involved nationally.

Non-EDI invoices were being entered manually, and purchase order matching was inconsistent across departments and systems. The company recognised the need for a more consistent, structured and scalable solution that could bring transparency to the entire invoice lifecycle.

Lost documents
Paper-based invoice handling made invoices harder to track.

Duplicate entries
Manual handling increased repetitive processing across teams.

Missed payments
Invoices could remain in paper-based workflows without timely action.

Limited visibility
Finance lacked a consistent view across the invoice lifecycle.

> "Prior to the automation, invoices were sitting on people's desks and not getting paid on time. We had a paper issue and a lack of visibility. There was definitely a need to streamline processes."
>
> — Theo Kalatzis, Financial Systems Manager

THE SOLUTION

A centralised AP workflow integrated with Microsoft Dynamics AX

Sonic Healthcare partnered with Efficiency Leaders to implement RapidP2P to automate the entire invoice lifecycle from data capture through to approval and ERP integration.

The goal was to reduce manual handling, eliminate paper processes and give finance teams greater control and visibility. RapidP2P uses intelligent OCR and machine learning to extract data from incoming invoices, streamline coding and routing, and trigger escalations automatically when required.

Integration with Microsoft Dynamics AX ensured a seamless flow of data, enabling real-time tracking, reporting and full auditability across Sonic's decentralised finance environment.

01 **Capture invoice data**
ABBYY OCR supports invoice data capture and reduces manual entry.

02 **Code and route invoices**
RapidP2P Accounts Payable Automation captures, codes and routes invoices through a structured approval process.

03 **Manage approvals and escalations**
Workflows support approvals and automatically trigger escalations when required.

04 **Integrate with Microsoft Dynamics AX**
ERP integration supports the flow of invoice data into Sonic Healthcare's finance environment.

05 **Track status and audit history**
Finance teams gain real-time tracking, reporting and a full audit trail.

THE RESULTS

Less manual effort, with greater visibility and control

Sonic Healthcare achieved full visibility across the invoice lifecycle, significantly reduced manual effort and eliminated paper-based processing. With automated data capture and OCR, keystrokes were reduced by up to 90 percent and approval workflows became touchless.

Accounts payable teams now manage invoices in a centralised digital environment with real-time status tracking, escalations and a full audit trail, improving both compliance and efficiency.

MANUAL EFFORT REDUCED

Up to 90%

What changed
Sonic Healthcare moved from fragmented, paper-based invoice processing to a centralised digital workflow, reducing manual effort and providing greater visibility and control across the invoice lifecycle.

90% fewer keystrokes

Reduced manual processing
Automated data capture and OCR reduced AP keystrokes by up to 90%.

Touchless approvals

End-to-end automation
Invoices are captured, processed and routed through automated approval workflows.

Real-time visibility

Greater control across AP
Teams can track invoice status, alerts and escalations from one centralised environment.

Full audit trail

Stronger compliance and oversight
Staff can navigate tasks, approve invoices and monitor work with minimal training.



Easy to use, easier to manage. Staff can navigate tasks, approve invoices and monitor work with minimal training, while centralised processing provides greater visibility and control.

> The solution is intuitive, and it's simple to use. We just log in and browse our task list. The user interface is great, and everyone is fairly happy with it.

Theo Kalatzis
Financial Systems Manager, Sonic Healthcare

Could RapidP2P free more capacity in your finance team?

See how RapidP2P Accounts Payable Automation can reduce manual invoice processing and improve visibility across accounts payable.

Book A Demo

