



Case Study





Customer

Scottish Pacific Business Finance
Pty Ltd (ScotPac)

Website

scotpac.com.au

Scope of Work

- Invoice Automation (RapidAP)
- Integration with ERP (TechnologyOne)
- Real-Time Data Synchronisation
- Internal Control Automation
- Supplier Payment Efficiency

Industry

Financial Services

Location

Headquarters: Sydney, NSW,
Australia

Key Services:

- Invoice finance
- Asset finance
- Trade finance
- Business loans
- Equipment and cashflow funding solutions



Overview

ScotPac is Australia and New Zealand's largest non-bank lender for small and medium-sized enterprises. With over 35 years of experience helping businesses access working capital, ScotPac supports thousands of customers with tailored and responsive funding solutions.

As the business scaled and invoice volumes increased, ScotPac identified a need to modernise its accounts payable function, reduce manual handling and improve internal controls. The team partnered with Efficiency Leaders to implement RapidP2P, gaining powerful automation, tighter compliance and better visibility.

Fast Facts

ScotPac is a leading provider of flexible finance solutions, supporting SMEs across Australia and New Zealand with tailored lending services.

Notable achievements

- Over 35 years of lending experience
- \$1.5 billion in funding provided annually
- Thousands of Australian and New Zealand businesses supported
- Offices across Australia and New Zealand

Opportunity

ScotPac's finance team was managing accounts payable through Concur Invoice Management, a system that lacked automation and required significant manual oversight. Invoice data was rekeyed, approvals were tracked manually, and there were limited safeguards to detect changes in supplier details.

This created inefficiencies, increased risk and made it difficult to scale as invoice volumes grew. With more than 500 invoices processed each month and continuing to rise, the team sought a purpose built solution that would integrate seamlessly with TechnologyOne and deliver end to end automation.

"What we were promised is what was delivered. It has been a smooth and rewarding experience. The integration with TechOne, the automation, the internal controls. Everything just works, the support we receive is fast, responsive and tailored to our needs."

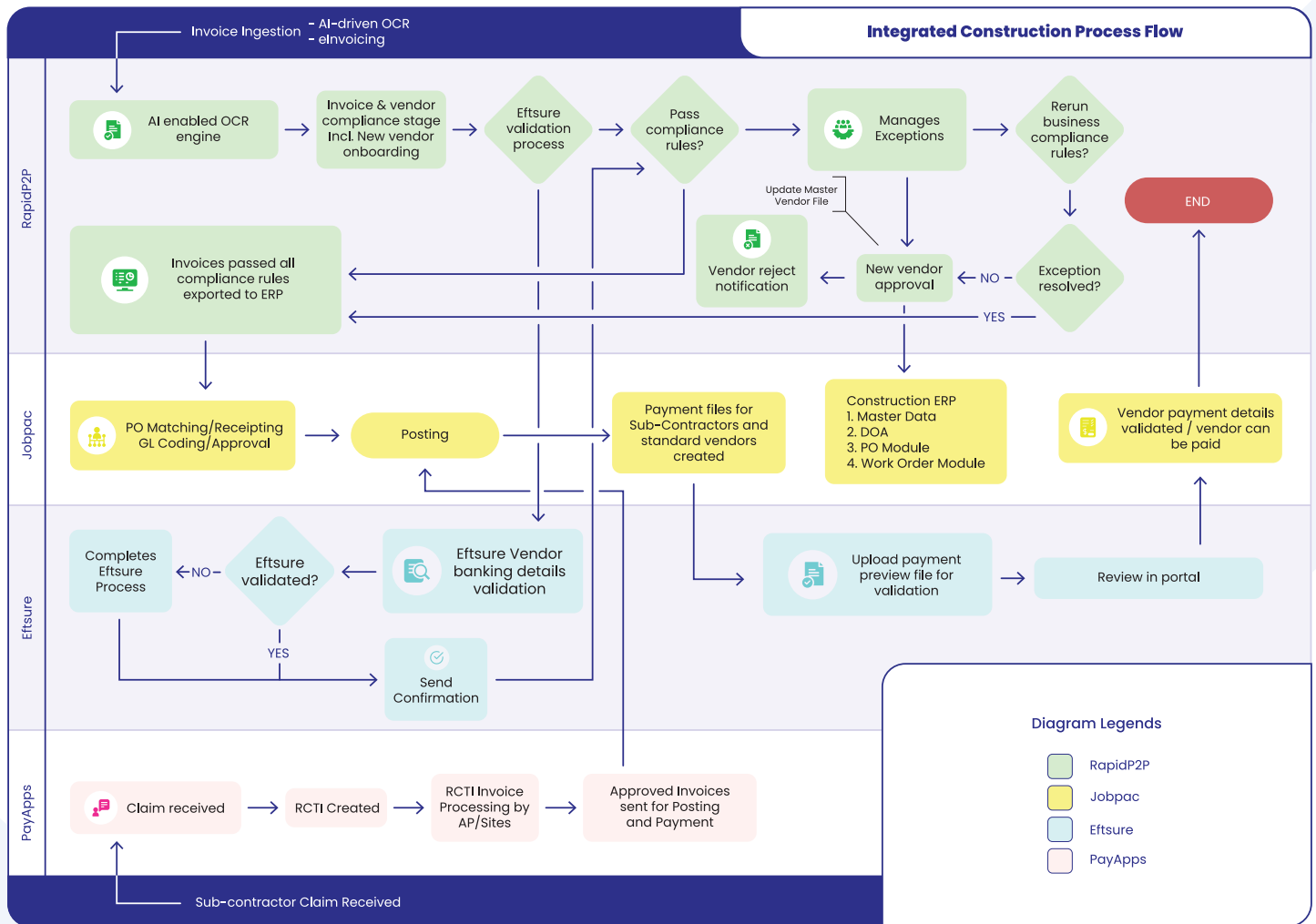
– Amy Zheng Head of Financial Control



Solution

ScotPac selected Efficiency Leaders to implement the RapidP2P platform after evaluating several invoice automation solutions. A key factor in their decision was the two way integration with TechnologyOne, which ensures live data synchronisation between systems and maintains consistency in vendor and invoice records.

With RapidP2P, invoice capture, coding and approvals are now fully automated. Built in controls identify errors or mismatches such as changes to supplier bank account details before payments are made. This reduces risk, ensures compliance and gives the team confidence in every step of the process.



RapidP2P Modules Deployed:

- RapidAP for invoice capture, coding and approval
- Integration with TechnologyOne for master data and real time syncing

Outcomes Achieved

ScotPac now processes more than 700 invoices each month without needing to increase headcount. The accounts payable team has gained back valuable time, while system driven controls have strengthened oversight across vendor validation and invoice approvals.

With automation in place, risk has been reduced, supplier payments are faster and manual errors have significantly decreased.

Staff report that the system is intuitive and easy to adopt. Support from Efficiency Leaders has been consistently responsive and reliable, ensuring a smooth rollout and continuous performance.

Most importantly, ScotPac has established a finance function that is efficient, scalable and aligned with the pace and complexity of a growing financial services business.

Technologies

- ERP: TechnologyOne
- Automation Suite: RapidP2P (RapidAP)
- Future Ready Capabilities: E invoicing readiness, EFTSure compatibility

Highlights

Seamless Integration and Strong Collaboration

ScotPac's partnership with Efficiency Leaders was built on deep integration between RapidAP and TechnologyOne. This was supported by clear communication and strong collaboration throughout the implementation. The solution also aligned with ScotPac's internal systems and governance needs, ensuring continuity and minimal disruption.

Operational Efficiency and Strategic Impact

By automating more than 700 invoices per month, ScotPac achieved measurable efficiency gains. Manual effort was reduced, approval times were faster and internal controls were significantly improved. These changes enhanced vendor relationships, reduced risk and freed up the finance team for more strategic work.

Enhanced User Experience

The platform has been easy to use and quick to adopt. Team members report a smoother workflow with fewer bottlenecks and better oversight, all supported by consistently responsive service from Efficiency Leaders.

Looking Ahead

ScotPac is now exploring new platform capabilities including e invoicing and EFTSure integration. These features will help the organisation further reduce risk, improve payment security and continue advancing its finance transformation journey.

Why ScotPac Recommends RapidP2P

The RapidP2P Suite has modernised ScotPac's accounts payable operations, replacing manual tasks with intelligent automation. The platform's deep integration with TechnologyOne and real time data capabilities have enabled stronger controls, faster processing and a better experience for both internal teams and suppliers.

Efficiency Leaders has proven to be a responsive, trusted partner in ScotPac's ongoing finance transformation and future readiness.

"RapidP2P has given us real confidence in our process. The automation is reliable, the controls are smart and the support has been excellent from day one. It is not just a system, it is a solution that continues to evolve with our needs."

– Amy Zheng Head of Financial Control



See what's possible when you modernise your accounts payable process.

ScotPac's journey with RapidP2P shows how finance teams can boost efficiency with confidence, streamlining invoice processing, improving controls and gaining full visibility across spend.

If you are looking to eliminate manual handling, reduce risk or gain more control over finance operations, we can help.

Request A Demo →