

LifeScan

Case Study

TUNGSTEN
AUTOMATION

LifeScan 



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LifeScan has a vision to create a world without limits for people with diabetes and related conditions. For more than 40 years, LifeScan has advanced glucose management and diabetes care with pioneering technologies and new products defined by simplicity, accuracy, and trust.

The Challenge

In 2018, when LifeScan was divested from its parent company and into private equity ownership, ERP Project Manager Abu Subhan was charged with finding a new Procure to Pay system.

One of his initial remits was to find a system that integrated with the new owners' existing systems. There was an Accounts Payable license agreement in place, which was costed on a percentage of turnover.

LifeScan's large revenue, however, meant it was an expensive choice. They also needed a comprehensive Accounts Payable solution that would integrate and work with their procure to pay system.

LifeScan held a competitive review and whittled the choice down to four bids, involving two-day selection workshops where each vendor showcased their services and solutions.



99%

invoice accuracy

99%

of invoices processed
within 2 days

24 hour

invoice visibility

3200

invoices per month

CUSTOMER SNAPSHOT

INDUSTRY Healthcare

COUNTRY United Kingdom

KEY OBJECTIVES

- Increase ease of invoicing for suppliers
- Increase invoice approval and visibility
- Increase level of invoice automation
- Drive up efficiency and keep down costs.

RESULTS

- Now processing over 3200 invoices per month
- 99% invoice accuracy
- 99% of invoices processed within 2 days
- Enhanced competitive advantage

Solution

Tungsten's AP solution, plus Workflow, gave LifeScan a complete suite of services covering their needs, with its e-Invoicing service compliant in more countries than any other bidder.

Ease of administration was a big factor for LifeScan, as was integration with their existing systems. But the biggest drivers were automation and keeping costs down.

"Tungsten came out as the best solution for our needs," said Abu.

With LifeScan coming to the end of an expensive license agreement with its incumbent supplier, Tungsten was given an eight-month timeline for implementation, which was achieved. "All credit to the Tungsten team," says Abu. "They worked to our deadline and met it. The team was great, and as you work with the same people all the time, you build a good rapport"

The Impact

Not only did LifeScan make significant savings moving from the previous system, it's now seeing

99% of its invoices processed within two days, achieving 99% invoice accuracy.

Having both e-Invoicing and IDC with Tungsten has meant that all invoices and archiving are in one place, regardless of format, a big plus for LifeScan.

Meanwhile, Tungsten's PO Services solution makes it easy for LifeScan's suppliers to receive POs and convert them into invoices at the click of a button. Tungsten's Invoice Status Service also gives the supplier 24-hour visibility of where their invoice is in the payment process.

Workflow was the biggest contributing factor to their success, however. "Its ease of use and adaptability meant we had to do hardly any development to make it work. All procurement users and our AP department are benefitting from Tungsten Workflow."

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"It was one of the best decisions we've made to go with the Tungsten Platform. Its ease of use and adaptability meant we had to do hardly any development to make it work. All procurement users and our AP department are benefitting from Tungsten Workflow. The team was great... In fact, it feels like the Tungsten team are an extension of our team".

Abu Subhan,
ERP Project Manager

About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

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