



Australian BPO Datatime gains efficiencies & cost savings with next-generation intelligent document processing



BACKGROUND *The past catches up to Datatime*

For the past 38 years, Datatime has been a leader in outsourced document management for corporate business, as well as education, health, state and federal government sectors in Australia. The bulk of their work is around digitizing purchase orders, invoices, and other associated business documents, whether as a direct contractor or through a partner. Datatime has made a name for themselves doing this for medical organizations, as medical invoices are notoriously complex, and Datatime's 99.95% accuracy speaks for itself.

Datatime offers a full suite of document management services and uses two different software platforms to execute them. While the current infrastructure was able to handle demand, Datatime found that its dependency on these legacy systems was both costly and restrictive.

For example, any custom processes and automations could only be accomplished through scripting. As Datatime was not in the software business, they didn't have a deep bench of coding talent to rely on. They had a small team supporting applications and creating scripts for the legacy systems, and an increasing number of templates needed to be set up for each invoice variation.

Adding to this stress was the sheer cost of having to maintain legacy software that was soon to be unsupported by their developers. To upgrade and build out new capacity for growth was going to cost roughly \$500K AUD, which is a lot of money to throw at retired software.

THE CHALLENGE *Remaking the present with an eye to the future*

Datotime knew it was time for a tech refresh, and they viewed this as more than a necessary modernization of their current infrastructure. Many of their customers were becoming increasingly interested in digital mailrooms, for example, one of a few growth opportunities they'd identified. Datotime already knew they wanted to pare down and move everything they did onto a single software platform, and whatever they chose needed to handle everything they already did, as well as allow them the flexibility to develop new processes and lines of business.



Further, they identified the need to have much more agility with changes to existing processes or the creation of a new process. Having only a few people with specialized knowledge of the software was not a sustainable way to operate; Datotime needed to be able to rely on a solution with a low-code/no-code interface that could be supported by a broad range of internal resources and could be adapted to automate a range of document-driven processes.

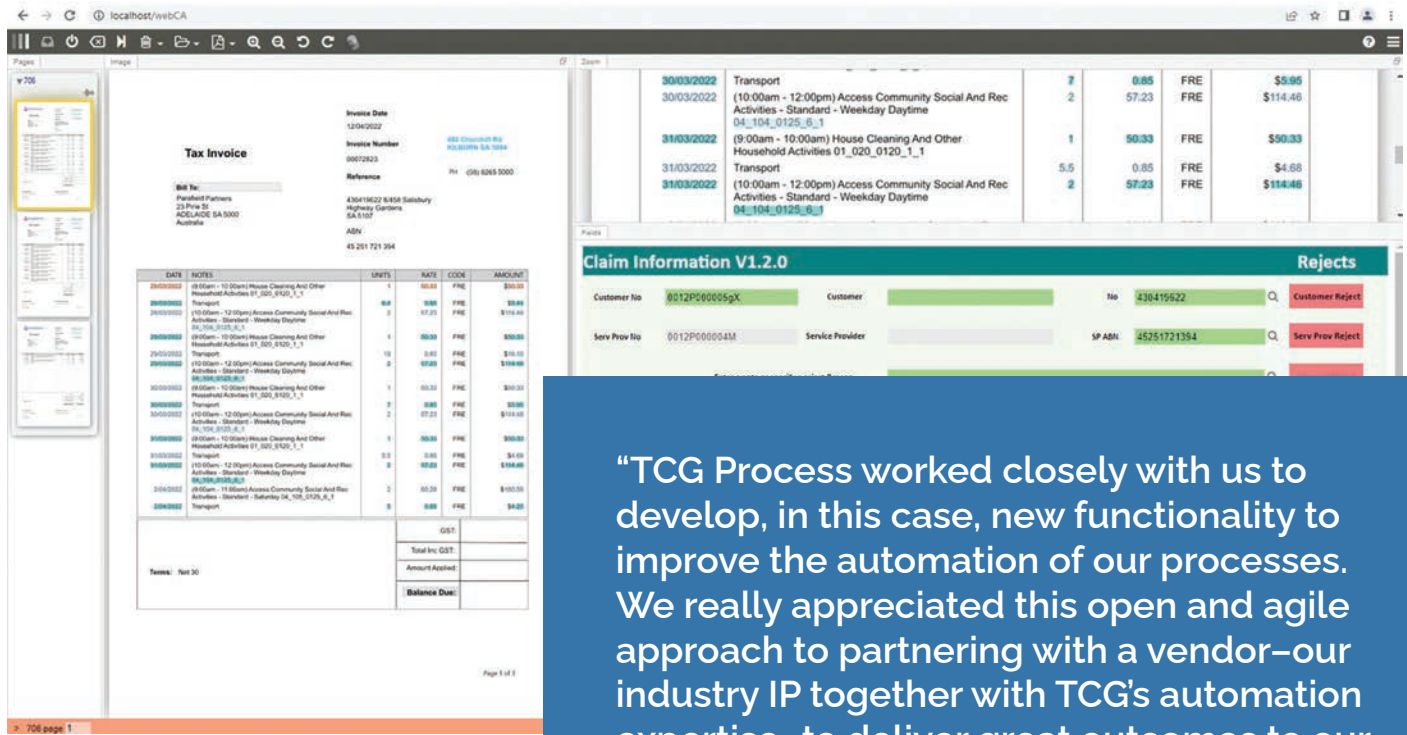
Perhaps the biggest challenge of all was to improve their straight-through processing (STP) rates. STP occurs when document processing is completely automated, without any human intervention. This isn't impossible, but Datotime knew that there were two things complicating this:

- They needed to process thousands of medical invoices for one of the Australian Government's Health Agencies. The structure of these invoices varies from practitioner to practitioner, and they

contain a seemingly endless permutation of billing codes. 70% of the invoices processed by Datotime contain product and service codes, and all need to be looked up or verified. The same is true for POs they process for hospitals.

- Datotime works seamlessly with its sister company, Pacific Commerce, a global EDI VAN (electronic data interchange, value added network). In short, Datotime performs the work for companies or agencies that still utilize email PDF documents—be it medical invoices, purchase orders or any other type of business-related document. Datotime scans these documents and converts them into a digital file, then "hands" this file to Pacific Commerce. Pacific Commerce, as an EDI VAN, will either upload the file to an ERP and/or software system or manipulate this data into different file formats as required by the client (like EDI) and then upload the file to an ERP and/or software system.

CASE STUDY



“TCG Process worked closely with us to develop, in this case, new functionality to improve the automation of our processes. We really appreciated this open and agile approach to partnering with a vendor—our industry IP together with TCG’s automation expertise—to deliver great outcomes to our customers, or in this case, the community.”

*Leanne Gomm,
Operations Manager at Datatime*

THE SOLUTION

After evaluating several intelligent document processing vendors, Datatime selected TCG Process to design a solution and put together a proof of concept. DocProStar (DPS) was the only solution that could address all of Datatime’s concerns.



DocProStar’s capabilities meant that it could fully replace both of the legacy solutions Datatime was using, while still allowing them to expand into offering new services or flesh out existing ones. Because of DocProStar’s no-code/low-code set up, creating custom processes and automations was no longer the responsibility of a small team. DocProStar processes are configured, not scripted, and so any team member with a good idea could go ahead and set it up and test, no specialized knowledge required.



TCG Process’ use of artificial intelligence was another key factor for Datatime. Machine learning allows DocProStar’ efficiency to improve with time, and its superior text recognition capabilities ensure greater accuracy of data capture. The decision was made to carry out the proof of concept using medical invoices; their complexity and lack of structure made them the most challenging to process. If TCG Process could succeed with these documents, using DocProStar for the rest of their business would be a no-brainer.

THE RESULTS *Using DocProStar was the only option*

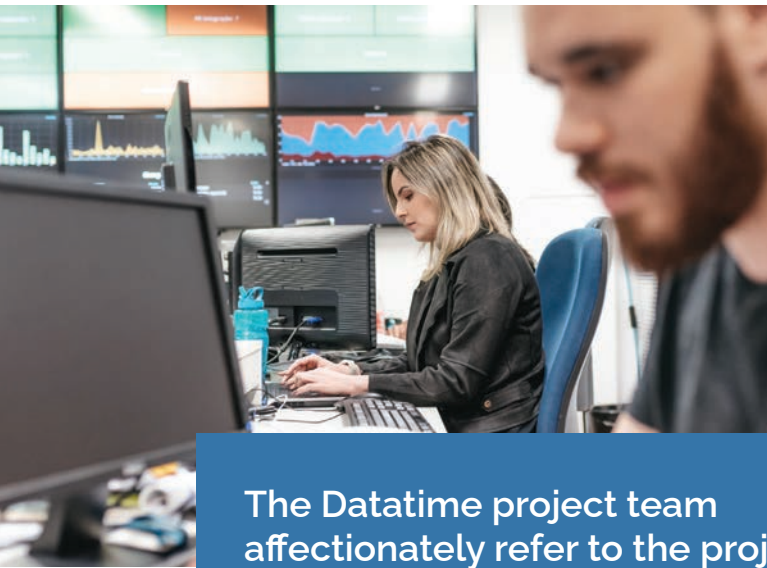
DocProStar delivered on all fronts for Datatime, and the organization decided to move forward with it to drive their business into the next decade. They are meeting and often beating a 24-hour SLA set by their corporate clients and government agencies, to the tune of 3,000 documents per day and gearing up to hit 6,000 by the end of the year. In turn, the Australian Government Health Department is better able to process their invoices with greater efficiency and volume. Datatime has recognized they will be able to double—if not triple—their invoice volume and efficiency now that they're utilizing DocProStar.

Providing a service to the Australian Government Health Department requires Datatime to meet and maintain very strict SLAs that include requirements around not just speed but accuracy. To this end, Datatime requested specialized "button" functionality to save on valuable keystrokes and drive increased accuracy, thereby improving operator performance further. TCG Process' development team acted on the valuable insight and promptly delivered the extra functionality needed.

Today, DocProStar automatically processes about 30% of Datatime's documents without any human intervention, a number they are confident will increase following migration of the full volume of medical invoices to the DocProStar solution. This is an excellent number for a company whose primary service is handling all the tasks that couldn't be automated. They've also seen a time improvement in processing documents that still require human intervention to validate a minimal number of fields.

Meanwhile, the team has come up with some new ways to expand their digital mailroom offering, facilitated by DocProStar' flexibility. Datatime has seen that they can handle so much more volume with DocProStar; clients who come to them because their own inhouse solution is insufficient confide they require much larger teams to match Datatime's output.

With such significant improvements to Datatime's medical invoice processing, they began migrating the full volume of processes off their legacy systems and onto TCG Process' DocProStar solution.



The Datatime project team affectionately refer to the project as "Benjamin" after the movie, *Benjamin Button*, and the new, user- and speed-improvement button functionality delivered by the TCG Process team.