

Hāpaitia, the shared services organisation for eight Industry Skills Boards provides IT, human resources and finance support to approximately a team of 140 people based all over New Zealand.

CUSTOMER
Hāpaitia

INDUSTRY
Government

SYSTEM
Sage Intacct with Pacifitech AP Automation

Hāpaitia streamlines Accounts Payable with Pacifitech AP Automation for Sage Intacct.

THE CHALLENGE

As the Hāpaitia grew, its previous financial management system struggled to support the complexity of its operations. Manual invoice processing, approval workflows and integration limitations created inefficiencies and made it difficult to maintain strong internal controls across multiple organisations and management levels.

A particular challenge for Hāpaitia was managing delegated authorities when approvers were on leave. The native process required administrators to remove existing cost centre restrictions, configure the delegation, and then manually reinstate those restrictions afterwards. This cumbersome and inconsistent process created unnecessary administrative effort and increased the risk of errors.

Hāpaitia required more sophisticated accounts payable capabilities than were available natively, including advanced invoice matching with configurable variance tolerances, more efficient management of delegated authorities, and a future-ready platform capable of supporting eInvoicing initiatives.

THE SOLUTION

Following a comprehensive evaluation process, Hāpaitia selected Sage Intacct, implemented by Business Enabling Systems (BES), together with Pacifitech AP Automation to deliver a fully integrated, cloud-based accounts payable solution.

Pacifitech AP Automation transformed Hāpaitia invoice processing by introducing intelligent invoice capture through its AI-powered Document Processing Service (DPS), automatically recognising and extracting invoice data to minimise manual entry and improve processing accuracy. Supplier invoices are captured electronically and seamlessly integrated into Sage Intacct, where they are routed through configurable approval workflows that reflect Hāpaitia multi-tier management structure.

Key challenges included:

- » Manual and time-consuming invoice processing.
- » Limited approval workflows for a complex, multi-tier management structure.
- » Inefficient and unreliable management of delegated authorities during staff leave.
- » Limited invoice matching capabilities and tolerance management.
- » Lack of robust internal controls and receipting processes.
- » Poor integration with budgeting and forecasting systems.
- » The need for secure, cloud-based access that complied with New Zealand Government IT security standards.
- » A requirement for a scalable solution that could support future PEPPOL eInvoicing requirements.

The solution provides complete visibility over every invoice from receipt through to payment, while strengthening internal controls with digital approvals, comprehensive audit trails and secure electronic document management. By integrating directly with Sage Intacct, Pacifitech AP Automation also supports Hāpaitia wider financial ecosystem, enabling seamless connectivity with budgeting, forecasting and expense management applications.

Delivered as a fully cloud-based solution, it aligns with the organisation's stringent government security requirements, including Single Sign-On (SSO) and robust access controls, providing a secure, scalable platform for staff working across New Zealand.

SHARING SUCCESS

THE BENEFITS

By implementing Pacifictech AP Automation alongside Sage Intacct, Hāpaitia transformed its accounts payable process into an efficient, secure and highly scalable operation. The organisation has achieved:

Faster invoice processing	Faster invoice processing through automated invoice recognition and reduced manual data entry.
Improved approval efficiency	Greater visibility and control over invoices from receipt through to payment.
Greater visibility and control	Improved approval efficiency with streamlined digital workflows across multiple management levels.
Enhanced compliance and governance	Enhanced compliance and governance with stronger internal controls and a complete audit trail.
Seamless integration	Seamless integration with complementary applications, including Certify for expense management.
Best-of-breed financial ecosystem	Best-of-breed financial ecosystem, allowing each application to perform its specialist function while working seamlessly together.
A fully cloud-based AP solution	A fully cloud-based AP solution supporting staff located throughout New Zealand with secure Single Sign-On access
Rapid implementation	Rapid implementation, with the complete solution deployed, users trained and operational in just three months

THE CONCLUSION

Today, Hāpaitia benefits from a modern, automated accounts payable process that improves efficiency, strengthens governance and provides a scalable platform capable of supporting the organisation's continued growth.

“Because you can integrate applications to Sage Intacct so effectively, it means you can get the best-of-breed in all areas. Pacifictech AP Automation, together with Sage Intacct, has helped us streamline our accounting processes while giving us the flexibility and control we need across all our organisations.”

Leanne Milligan. Chief Financial Officer.



Pacifictech

As a Sage Intacct Market Place Partner, Pacifictech develops innovative solutions that empower Sage Intacct users with smarter, more connected business processes. Pacifictech has a long and successful history as a Sage Tech Partner, delivering Sage 300 solutions that extend functionality and enhance business capability. For more information on Pacifictech products and services supporting Sage communities worldwide, visit our website www.pacifictechsol.com

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