



Your back office. Sorted.

Streamline automates repetitive business functions of all kinds, harnessing intelligent and customisable workflow technologies to unlock real efficiencies. We do it for Easysteel, Coretex, Gurit, Fruehauf, the Heart Foundation and many, many more. Delivered over the cloud, streamline solutions boost productivity, cut error rates and slash the costs of compliance. Using a level of automation that until recently was reserved for very large organisations, but without the big-company price tag, they can replace more than 80 percent of data entry work. They also offer exceptional levels of accuracy and are compatible with all common ERP systems.

Our flagship products are Indeks, for secure document lifecycle management, and PlusOne, for accounts payable automation. Our Springboard back office outsourcing solution lets you cost-effectively grow your business without adding headcount. For larger and more complicated processes, we customise solutions. Solving back office challenges is in our DNA.

Solutions

The back office is an organisation's lifeblood – rarely top of mind, but always essential to the health of the business. Sorting the back office is central to all streamline solutions.



Welcome to PlusOne. It's how you make accounts payable teams happy. This cloud-based AP solution automates the collection and processing of your invoices, leaving only the exceptions to process manually. PlusOne users typically automate 85% or more of their invoices, dramatically reducing costs, improving error rates, and freeing up staff for more important tasks.

The less obvious benefits are sometimes the biggest: PlusOne frees up the storage space currently hogged by paper invoices, locates the documents that used to be routinely lost, and shrinks cycle times, meaning you capture more early payment discounts.



Sinking under the weight of business documents? It's time for Indeks, the easy way to digitally manage paper records of any kind. Based in the cloud and charged on a pay-as-you-go basis, Indeks lets you scan and tag your files, making it easy for anyone in your organisation to retrieve them.

With manual document filing typically costing \$20, and 10% of all documents unable to be found on the first search, Indeks can slash administration overheads and ramp up efficiency.

For larger volumes requiring sophisticated processes and advanced tagging, consider INDEKS+. This hybrid solution combines OCR, custom validation and exception handling to provide a minimum of 99% data accuracy.



How do you add muscle to your back office function without adding headcount? Simple: choose Springboard, streamline's tailored-for-you skilled staff outsourcing solution.

Springboard provides qualified and experienced remote workers with expertise ranging from finance to customer service and helpdesk to sales order management, and everything in between. They're dedicated to your organisation but not on your payroll. You tell us what needs to be done and when; we do the rest, onboarding the right people in as little as one week and typically reducing manpower costs by between 30 and 50%.

We're fastidious about recruitment, drawing on a battery of security checks and aptitude tests. Springboard people are familiar with New Zealand and Australian business cultures and they're loyal; our retention rates are exceptional.

Springboard is ideal for skilled back office functions with a high proportion of routine tasks, but job scopes are flexible. Talk to us; when it comes to growing your business without adding headcount, we have the answers.

Custom solutions

In business, there's no such thing as one-size-fits-all.

Off-the-shelf software delivers many benefits, but sometimes you really do need a solution tailored to your very specific needs. That's where streamline's customisation capabilities come in.

If you process high volumes of transactional documents in the ordinary course of operations, then a streamline custom solution can help. We work with you to understand and document your business process requirements and to tailor a solution drawing on our proven software, workflow automation, services and support.

Customer stories

Our customers come from a wide range of sectors – finance, manufacturing, non-profit, education, transport, you name it. All of them face high transaction volumes and trust us to streamline them.



Sileni Estates' Todd Burns: from "swamped" to "a positive effect right across the business"

Popping the cork on AP efficiency

Rapid business growth comes with its own challenges, just ask Todd Burns. Burns, the accountant for wine-making success story Sileni Estates, has seen it expand into 80 overseas markets and production soar at rates of up to 25% annually.

Cue the introduction of the PlusOne AP automation solution to replace a manual system that Burns says was "just getting swamped" turning around more than 1,300 invoices a month.

Supplied through reseller Sharp NZ, PlusOne has had obvious and immediate benefits, and others that are less tangible. "The financial side is obviously important

because, yes, we save a salary," says Burns. "But it also means we've been able to redirect people into more interesting work. We've improved the job quality of the people in those positions.

"Beyond that, there's a positive effect right across the business. It's easier now for invoice approvers; they get everything in front of them in an email once a day. Querying or disputing an invoice with PlusOne is simpler. The traceability is amazing. The vineyard guys spend less time approving things, too; they get to spend more time making wine."

www.sileni.co.nz



Serko's Tim Nichols: highly accurate data extraction at scale

A data extraction solution makes expense claims painless

Auckland-based Serko's cloud-based Serko Expense takes the pain out of managing business expenses. Users submit an image of a receipt via a mobile app. Serko strips out all the information you used to have to fill in manually, automatically matches the receipt with your credit card statement, and presents it all to finance in a form that makes them happy.

Serko Expense saves businesses hundreds of hours of expense reconciliation and simplifies the claims process for users. For Serko, it's a strategic and profitable complement to its core business of making sense of corporate travel.

Serko Expense relies on a unique combination of optical character recognition (OCR) and human verification to quickly and cost-effectively extract data from upwards of 60,000 receipts every month. For that scale of data extraction, Tim Nichols, Serko's Chief Product

Officer, adopted a streamline solution that combines advanced automation with a manual team and can process vast amounts of data at 100 percent accuracy.

"The biggest measurable saving for Serko Expense clients is in administration – the number of people they need to manage inbound expenses," Nichols explains. "What you also find is that employees love it. Submitting expenses is suddenly no longer painful."

Speed is a strength of streamline's solution. Using a follow-the-sun model, skilled staff verify each receipt as it comes in, typically within minutes. The result is a finely-grained, real-time management view of corporate expenses, something Nichols says businesses much prefer over the lumpy, end-of-month wave of reimbursement claims they used to get.

www.serko.com



The Natalie Group's Natalie Peat: a better way to manage sales orders

How The Natalie Group rescued Natalie's morning

Natalie Peat's day used to begin with manually keying sales orders into a Saasu accounting system and generating a sales order invoice. It took Natalie, Management Accountant for Queensland-based natural skin care business The Natalie Group (the names are entirely coincidental) half a day, every day.

In October 2016 The Natalie Group brought in streamline to fix the problem. The answer: a sales order solution that combined the Indeks document management system with dedicated back office support.

"What happens now is that orders go direct to an Indeks email address and a data entry specialist keys the data into Saasu for us," says Natalie. "When I arrive at work, I can jump on to their system and check progress, but the process itself is entirely managed by streamline."

The new approach was quick to deliver benefits. "When I arrive each morning now I spend the first 45 minutes to an hour checking sales orders. And that's it. The rest of the morning has been given back to me, and that means I can now devote it to finance management."

The warehouse team has also seen upside. It used to have just two hours to assemble and dispatch the day's orders. With sales order invoices now arriving much earlier in the day, the team has more time to do the job properly.

"Another benefit, and one I hadn't expected, was order accuracy," Natalie reports. "I used to both enter the data and check it. Now streamline is entering the data and I'm checking it, which means two pairs of eyes on each order. The result is that orders are a lot more accurate."

www.ecoaroma.com.au

Why streamline?

Focus, experience and expertise are at the heart of all streamline solutions.

The back office is our singular obsession; getting it sorted was our mandate in 2004 when we started out as a bespoke provider of back office solutions. We've grown since then, and added to our portfolio, but that passion has never changed.

Along with that focus, we bring experience. Streamline's co-founder, technology investor Craig Pellett, is CEO of the business. Our teams in New Zealand, Fiji and Poland collectively offer decades of experience in unravelling complex and repetitive business processes in sectors ranging from manufacturing and finance to transport, education and non-profit. If your organisation has a back office challenge, there's a very good chance we've already solved it for someone else.

We have unmatched expertise in business process analysis, software development and cloud technologies. That expertise is matched by an obsession with accuracy. It's built into the core of all our solutions, some of which come with a 99% guarantee of accuracy. Streamline processes more than a million documents for our customers every month and we've yet to receive a claim against that guarantee.

This approach, combined with a finely-grained style of customer service, has fostered remarkable loyalty amongst streamline's customers. Foundation customers TaxiCharge and the Heart Foundation still rely on streamline today. When new customers choose a streamline solution, they tend to keep it for the long haul.

Ready to take control of your back office? Get in touch.

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