

# Government Case Study

## Novi, MI

“By automating business processes, the City of Novi has simplified the accounts payable function, from data capture to review and approval.”

— **Marina Neumaier**,  
Assistant Finance Director  
City of Novi, MI

### Their Success

- Reduced costs by simplifying the entire accounts payable process
- Improved speed and access to accounts payable documents by providing instant access to invoices, supporting documents, records and reports throughout the organization
- Enhanced and simplified regulatory compliance
- Improved constituent services with quick responses to inquiries
- Improved business performance by streamlining operational efficiency
- Eliminated need for future off-site document storage and retrieval and the related costs
- Increased employee productivity by eliminating low-value, manual tasks

### Their Challenge

- Accelerate the completion of critical business tasks within the accounts payable process
- Achieve greater efficiencies in regulatory compliance with SAS 112

### Their Story

Located in Oakland County, the City of Novi is a vibrant suburban environment supported by high-tech, industrial and retail businesses. The City's Accounts Payable Department was grappling with an inefficient accounts payable process, which was hindered by a lack of shared document access and communication among various levels of City Government. The City sought to improve its overall business processes, with the primary goal of providing improved constituent services.