

# Modernisation of Accounts Payable System Delivers Operational Efficiencies for Hive + Wellness Australia

**Client**

Hive + Wellness Australia

**Scope of work**

Business Applications

**Industry**

Manufacturing

**Location**

Queensland



## Overview

Hive + Wellness Australia (HWA) has supported Australian beekeeping families for over 70 years. They are dedicated to innovation and quality in bee products, protecting and fostering the growth of the Australian apiculture industry, bee population and our environment. Through a portfolio of strong heritage brands, including Capilano Honey, Barnes Naturals and Wescobee Honey, they share their passion and knowledge of honey, bees and health with consumers.

## Fast facts

- Implementing and integrating Esker AP solution into QAD ERP to increase operational efficiency.
- Eliminated manual processing of up to 11,000 invoices annually.
- Developed tailored configurations and customisations to cater for HWA’s specific business processes.

## Business Opportunity

HWA were manually processing around 11,000 invoices per year. From a time and cost perspective, it was inefficient, and the business lacked visibility and control. Tracking invoice status in real-time or identifying bottlenecks or potential payment issues was difficult. Scalability was impossible, and additional burdens were placed on staff during peak periods.

The business were seeking an Accounts Payable (AP) Automation solution that would seamlessly integrate with its ERP, QAD’s Enterprise Edition, enabling data-driven decision making and improved operational efficiency.

Having been HWA’s technology solutions partner since 2005, Atturra were engaged to implement and integrate an Esker AP Automation software.



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“Our partnership with Atturra is collaborative, supportive, and focused on achieving successful outcomes together. They are excellent communicators, and provide updates, information, and support with their helpdesk system. Atturra’s consultants are very knowledgeable and effective listeners, always seeking to understand our scenario better so they can provide the correct advice. Having Atturra and Esker working together enabled the solution to be implemented seamlessly into our business..”

*Allen Wang, Financial Controller, Hive + Wellness Australia*

### Solution

Atturra selected Esker’s AP Automation software for Hive + Wellness, as it eliminates manual AP invoice processing with AI-driven data capture, touchless processing, and electronic workflow capabilities. Of equal importance for the client was that it integrates with QAD Enterprise Edition, their existing ERP.

Atturra brought almost two decades of HWA system and business knowledge to the project. Taking a systematic approach to interface the data from Esker to QAD ERP, the team developed tailored configurations and customisations to cater to HWA’s specific business processes.

Atturra’s [business applications specialists](#) worked closely with the team at HWA and Esker to design, configure, automate, integrate, and deploy the solution.

### Outcomes achieved

With Atturra’s support, HWA transitioned seamlessly to Esker AP. A structured approach between Esker and Atturra enabled a smooth rollout within five months, meeting the target go-live date of August 2024. Esker also provided practical training that equipped users at Hive + Wellness Australia with the necessary skills to use the AP automation solution effectively.

HWA now have increased visibility and control of invoices in the system. It benefits from improved analytics, real-time validation, and cross-referencing capabilities that eliminate guesswork and enable data-driven decision-making.

Consistent, standardised processing has positively impacted accuracy. Automation has reduced the burden on employees, allowing them to focus on other strategic work, even during busy periods.

With the Esker AP automation solution successfully integrated into its QAD ERP, HWA has a tailored Accounts Payable system that meets its needs and has improved operational efficiency.

### Technologies

- QAD ERP: Enterprise Edition
- Esker Accounts Payable Automation



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