



Source-to-Pay Purchase-to-Pay Service definition document

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G-Cloud 15, the Digital Marketplace (RM1557.15)



An introduction to the Purchase to Pay module

Proactis Source-to-Pay solutions

Solution: scope and supporting services

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Proactis

Proactis is an established international business, headquartered in the UK. The company services many industries and about 50% of its total business comes from the UK public sector; it is an extremely important market.

Principle customers are across local government, central government, charities and not-for-profit, higher education, health services, and housing providers.

The solutions Proactis provide are designed, developed, implemented and supported by the company. Proactis has also developed partner network. These partners include resellers, as well as specialist referral businesses.

Proactis' public sector customers can engage with the company in planning the future direction of its solutions.

Overview of Source-to-Pay

Proactis Source-to-Pay is a cloud-based solution and has been designed from the ground up to be commercial off-the-shelf software (COTS). Source-to-Pay (S2P) is a modular, highly configurable platform and the underlying applications require minimal customisation.

Once implemented, users own and manage the system themselves without needing to rely on Proactis as their requirements change.

This diagram shows the full Source-to-Pay solution. It encourages collaboration across departments to streamline processes and bring greater procurement and spend control both internally and with external partners.

Workflow controls, transparency, accountability and auditability reduce risk and provide the added assurance of compliance with organisational processes and access to data for reporting purposes.

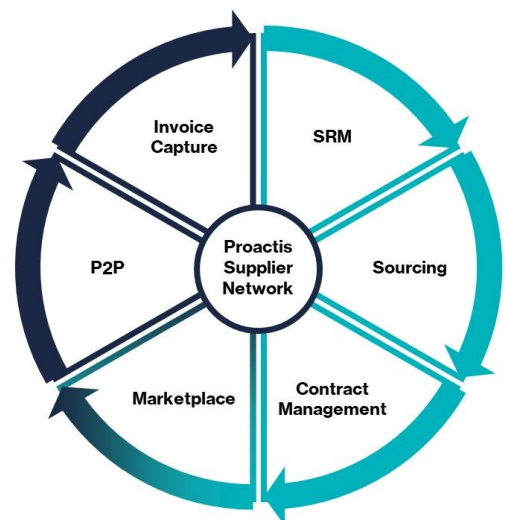
S2P helps align procurement and finance departments, as well as enhancing the collaboration with suppliers to better serve the needs of all parties.

Customers can choose to have all or some of the modules deployed together as part of a platform.

Continuous improvement

Proactis is investing substantially in the continued development and improvement of each module. This investment delivers regular product updates; and all customers receive these updates.

Updates may change the user interface and experience, often referred to as UI/UX. They will certainly change various features and functions and add new capabilities.



We will provide buyers, on request, with a history of the functional enhancements that have been implemented since this document was last amended.

The P2P module

This document concentrates on the Purchase-to-Pay module. This can be implemented standalone or with other Proactis modules to fully meet defined requirements. It will also integrate with other third-party products as may be required to create the correct, complete working environment.

Overview

Proactis Purchase-to-Pay (P2P) is a comprehensive solution designed to simplify day-to-day purchasing processes while ensuring strict compliance with sourcing, authorisation, and financial controls. The module aims to achieve a “perfect balance” between operational efficiency for end users and robust control for finance departments to ensure high system adoption.



The module manages the complete buying cycle through several key functional areas:

- **Intuitive Requisitioning:** The system provides a high degree of flexibility for creating purchase requests, guiding users via logic based on their profile, selected items, or suppliers. It offers an “online shopping” experience where users can browse baskets of items from authorised catalogues or the integrated Marketplace module. Requisitions can also be used to generate “quick quotes” or instigate formal sourcing events.
- **Sophisticated Approval Workflows:** P2P features a highly flexible workflow builder that mimics existing business rules. Documents are dynamically routed based on factors such as spend category, value, account codes, budget status, and location. To prevent delays, a mobile app allows approvers to authorise requests and invoices “on the go”.
- **Financial Control and Budgeting:** The solution acts as a “single source of truth” by integrating with the Finance/ERP system for master data, including approved suppliers and nominal codes. It supports real-time budget checking, alerting budget holders to potential overspends prior to order approval. Organisations can also post “soft commitments” to the finance system upon submission to provide a robust view of available budget(s).
- **Integrated Invoice Capture and Matching:** P2P is fully integrated with the Invoice Capture module, which digitises invoices to remove manual data entry. The system supports automated 2-way and 3-way matching. A 3-way match ensures the invoice value aligns with both the Purchase Order and the receipt, signalling to finance that the transaction is “OK to Pay”.
- **Visibility and Auditability:** Every user has access to role-specific dashboards providing details on personal requests, tasks and departmental spend. The system maintains a comprehensive audit trail of all user touchpoints, updates, and communications, ensuring full governance throughout the procurement lifecycle.
- **Strategic Integration:** By linking with the Source-to-Contract modules, P2P ensures users only order from vetted and approved suppliers at pre-

negotiated contract rates. This integration helps enforce “No PO, No Pay” policies and mitigates the risk of using non-compliant vendors.

Ultimately, the P2P module transforms procurement data into strategic insight, allowing teams to assess spend by category or supplier to support ongoing cost-control initiatives.

Principle features and functions

- **Intuitive Requisitioning:** Proactis P2P provides a simple, intuitive interface that mimics the “online shopping” experience, allowing users to search, browse, and build baskets of items
- **Advanced Approval Workflows:** A sophisticated builder allows for highly flexible routing based on factors such as spend category, value, account codes, budget status and location
- **Mobile App Functionality:** A dedicated mobile app enables approvers to view and authorise purchase requests and invoices “on the go” and perform receipting tasks from multiple locations
- **Real-time Budget Checking:** Check orders against budgets held in the Finance/ERP system, providing immediate visibility of potential overspend to budget holders prior to order approval
- **Automated Invoice Matching:** Supports both 2-way and 3-way matching processes, automatically posting invoices where values match within a defined tolerance and a receipt is present
- **Integrated Invoice Capture:** Seamlessly integrated with Proactis Invoice Capture to ensure invoices are digitally processed without manual re-keying and automatically routing them to correct invoice trays
- **Role-specific Dashboards:** Every user has a customised dashboard providing information specific to their remit, such as personal requests, expected deliveries or departmental tasks
- **ERP and Master Data Integration:** The solution integrates with third-party systems to act as a master data repository for approved suppliers, nominal codes and accounting elements
- **Comprehensive Audit Trails:** Rego P2P maintains a complete log of all user touchpoints, updates, comments, and notes to ensure robust compliance and governance
- **“PO Flip” functionality:** Integrated with the Proactis Supplier Network, this allows vendors to instantly convert a Purchase Order into an accurate electronic invoice, promoting straight-through processing

Benefits and outcomes

- **Process Efficiency and Time Savings:** Seamless order and invoice flows grant users significant time savings, allowing them to focus on higher-value activities

- **Cost Reduction and Control:** Managing the end-to-end process on a single platform provides direct savings and allows procurement to assess spend by category to support cost-control
- **Enhanced Spend Visibility:** Real-time transparency into what is being spent and with whom supports better decision-making around supplier and contract management
- **Risk Mitigation via Vetted Suppliers:** Integration with Source-to-Contract modules ensures users only order from fully evaluated and approved vendors, reducing exposure to unknown suppliers
- **High User Adoption:** A user-friendly, consumer-style interface ensures maximum employee adoption, which increases on Purchase Order coverage
- **Single Source of Truth:** P2P serves as a centralised repository of spend data, providing the strategic insight needed to assess performance and inform future buying decisions
- **Accuracy through Automation:** Digital invoice processing minimises human error and ensures invoices are only paid if they align with approved POs and receipts
- **Streamlined Payment Cycles:** Approved and matched transactions are posted directly to finance as “OK to Pay” helping the organisation take advantage of early payment discounts and avoid potential late payment fees
- **Scalability for Growth:** The system handles significant increases in transaction volumes and complex catalogues as an organisation expands
- **Enforced Policy Compliance:** P2P enables the enforcement of “No PO, No Pay” policies and strict adherence to corporate authorisation hierarchies

Implementation

The solution is implemented by an experienced Proactis project team. The team will typically include a project manager, a solution consultant and a technical consultant.

Proactis works with the customer to define and agree the deliverables and will then configure the solution and get it ready for user acceptance testing. Proactis follows best practice implementation processes to ensure that the configured solution reflects the customers' requirements.

Proactis can evidence a track record of delivering its solutions on time and to budget.



Training

Comprehensive training is always provided. This is tailored to meet the customers' needs. There are a range of standard facilities and how these are used is determined during implementation planning. The key components are:

- Train-the-trainer sessions
- E-learning via the Proactis online Training Academy
- Bespoke courses
- Long-term access to continuation learning

Support

Proactis provides comprehensive support services. Core performance measures are:

- Service availability
- Response to service calls



These are covered by our global service standards.

The services are provided on a fully maintained basis which means that the customer will automatically receive all updates to the applications. It is also means that the service infrastructure is adjusted to meet increasing demand for the services. All updates and upgrades occur outside of normal working hours.

All customers are provided with a named account manager.

The Service Desk

Customers contact the service desk using the service portal or by email. Services are provided to Proactis customers and to their suppliers. The service portal is open 24x7 and normal working hours are 0900 to 1730, Monday to Friday.

Calls are allocated priorities from P1 to P4, consistent with standard industry practice. There are defined timelines for each call priority and there is a clearly signposted escalation path, should this be necessary.

The Application Managed Service

Our optional Application Managed Service (AMS) has three levels of activity intended to align with different customer requirements. Our experienced professionals work alongside the customer to manage, monitor and optimise the solutions.

AMS packages include a range of enhanced services including access to a monthly bank of consultancy hours which customers can use in different ways. The principal aim is to increase the capacity of the customer's own team.

Service Assurance

Continuity and security of service are extremely important. All software is developed in a highly secure environment. This is audited as part of our company's accreditations.

For production/live running, essential tests are completed annually. These include:

- Application penetration tests
- Disaster recovery testing
- Testing of the business continuity plan

Proactis can issue customer-facing versions of these test outcomes upon request.

Proactis provides appropriate RTO and RPO measures. These are currently 6 hours and 30 minutes respectively.

Policies and Procedures

Proactis maintains fully up-to-date policies and procedures that address software development, information security, privacy, data protection, system access, quality and so on. These policies are available to customers to examine. Customers can also request access to HR related policies including equality, health and safety, confidentiality, etc.