



# A1 Hotels adopts a FileBound Cloud solution to create significant business process efficiencies

*A1 Hotels is a family-owned proprietary company established in 2011. It currently has management rights for four resort / apartment properties (including eight body corporate entities) throughout south east Queensland with plans to continue its rapid growth.*

## The Challenge

A1 Hotels had a range of challenges relating to its Accounts Payable process. These challenges were limiting the organisations ability to easily scale up as it continued to grow.

The A1 Hotels accounts team and its property managers were receiving invoices individually at each property via physical mail or email. The property managers would either scan the invoices back to their local computers and save the PDF file into MYOB manually, or if the invoices arrived via email they would save the attachment to their desktop then save the PDF file into MYOB. Both of these methods were very manual and very time consuming for the property managers and their teams.

The property managers would also be responsible for coding the Invoices within MYOB and approving payment. Each property was linked to its' own MYOB company file, so switching between MYOB company files was a time-consuming process.

As the invoices for the properties were being sent directly to each property manager, the A1 Hotels executive team had no clear indication of their cash position at any point in time.

The existing accounts payable process was prone to human errors as there wasn't any validation or audit tracking. This would lead to duplicate entry of invoices and incorrect payment authorisations. The process was very manual and as they grew, the problems grew with them.

The company needed a solution to aligned their business processes across the four properties to alleviate these process problems and centralise the Accounts Payable department.



**INDUSTRY:** Hospitality, Tourism  
**HEADQUARTERS:** Queensland, Australia

### At a Glance

#### Challenges

- Inefficient, decentralised, manual AP process
- Lack of cash flow transparency
- Duplicate invoices entered
- Inconsistent authorisation process

#### Benefits

- Single, secure, centralised platform for all sites
- Transparent cash flow position
- Automated data extraction leading to cost efficiencies
- Correct approval process

*“As we manage four resort properties across Queensland we opted for a Cloud-First strategy to overcome the geographical distance between each property. Each of our properties is individually owned which meant individual MYOB company books. FileBound’s Cloud workflow solution with MYOB integration was a perfect fit for our business. We have now streamlined our business processes and have access to a single platform for all properties. Having the ability to access FileBound while interstate or overseas means there is no delay in our Approvals process.”*

— James Stewart, Managing Director, A1 Hotels

## The Solution Provider

Their search for a solution to alleviate their issues led them to FileBound Australia. FileBound had a team that could provide them a successful cloud-based solution against their business requirements. FileBound also had the integration experience to deal with multiple ledgers across multiple properties.

FileBound Australia laid out a comprehensive, well-planned implementation strategy that was critical to the success of the project.

## The Solution

A1 Hotels consulted FileBound Australia and discussed the current process problems and the vision they had for the future. A1 Hotels employed a ‘Cloud First’ approach as part of their digital strategy moving forward. This ‘Cloud First’ approach aligned with FileBound’s complete cloud offering.

FileBound Australia developed a single solution that the A1 Hotel accounts payable team could utilise for all four properties. Although centralised, the solution still delivered segmented data for reporting requirements and a tiered security layer to mirror their resort management rights policies.

The solution was deployed to allow for processing of invoices received in electronic or paper form. The A1 hotel multifunction printers were all integrated to the FileBound cloud solution.

This solution encapsulated a cloud-based Capture Service, cloud-based FileBound Workflow Solution and cloud-driven integration into the four separate MYOB Account Right company files.

A1 opted for a Cloud-First strategy to overcome the geographical distance between each property. Each of the properties is individually owned which means individual MYOB company files were mandatory. FileBound’s Cloud workflow solution with MYOB integration was a perfect fit for their business and they have now streamlined their business processes. A1 Hotels have access to a single platform for all properties and have the ability to access FileBound while interstate or overseas giving them no delay in their approvals process.

A1 hotels now have clear and concise validation of data and can be certain that the correct structured approval process is maintained. Automated integration to MYOB reduces the data entry element of this process and will allow A1 to continue to grow without adding large processing costs.

One of the key benefits of the FileBound platform is its ability to be used for many different business process improvement projects. A1 Hotels are looking to the future and modelling more business processes to transition onto this platform.



### About FileBound Software

FileBound is developed in the USA by Upland Software [a leading provider of cloud-based enterprise work management software]. FileBound is distributed in the Asia Pacific region by FileBound Australia through a network of premium solutions partners. Contact us at 1300 375 565 or [sales@filebound.com.au](mailto:sales@filebound.com.au).