

# WaterNSW deploys eftsurre's fraud protection and electronic supplier on-boarding solution, inside Microsoft Dynamics 365F&O

Microsoft and eftsurre's cutting edge tech solution delivers peace of mind and improved efficiency for WaterNSW in COVID19 heightened risk era.

In 2018 WaterNSW embarked on a consolidation of information management systems (CIMS) program to simplify business processes and the management of corporate data. It has now successfully deployed the core components of its three-pronged Microsoft platform consisting of Azure, Dynamics 365 and Office 365.

In line with WaterNSW's CIO, Ian Robinson's, vision of a comprehensive and ever evolving cloud based solution that will grow in line with their business aspirations, WaterNSW made the decision to extend its Dynamics 365 ERP solution with eftsurre's cybercrime protection solution to protect the business, its stakeholders and suppliers from payment fraud. The solution also delivers workflow efficiencies and cost savings by transforming supplier onboarding from a manual, cumbersome process with constrained verification capability to an electronic process utilising eftsurre's sophisticated verification techniques and workflow processes fully integrated into Dynamics 365.

## Transforming Vendor Management

Carl Charlier, WaterNSW Head of Procurement, says "the implementation of eftsurre's "Know Your Payee" solution has been transformational to our vendor onboarding and supplier management capability and we have been extremely impressed with its functionality, seamless integration in D365 and the capability of the eftsurre team and service delivery. The results have been incredible."

Mr Charlier explains, "The vendor master file in any business is a database which is a challenge to keep up to date due to the fact that suppliers' details change and expire, new suppliers get on-boarded, existing supplier data may have been captured many years ago and often individuals in finance and procurement teams are the custodians of data and information that they had no prior involvement with because it occurred before their tenure."

"eftsurre's first value add was providing us with a comprehensive vendor master file analysis using their proprietary database of over 1.2 million suppliers which revealed risk associated with certain vendors which we have now fixed."

## Getting Visibility of Procurement Risk

"This visibility of our risk, which we have never had before is really important from a procurement perspective and we can now proactively manage the risk by engaging with those vendors with invalid or potentially incorrect details. We now have over 99% of our open commitments fully verified."

"Onboarding new suppliers and processing change requests to existing supplier details was a manual process that relied on multiple sets of eyes reviewing manual data entry to be confident of not making incorrect payments to suppliers. Even with multiple manual human checks, mistakes can still happen, as we found out in 2017 when we made an incorrect vendor payment of \$3m – thankfully it bounced and returned – two digits of a bank account had been entered around the wrong way and this was not picked up."

"Also our compliance checking on suppliers was limited to the information that's actually available and easily extracted and we had no way of verifying if our system was accurate."

eftsurre verifies the accuracy of vendor details at on-boarding and before every payment run. ABN, GST registration and bank details are all checked against the source of truth – the Australian Business Register – through a live connection to D365.



"The benefits have been substantial time savings, higher staff satisfaction, greater control over on-off contract spend and the ability to review and approve requests quickly. The supplier experience is also significantly better."

Carl Charlier – Head of Procurement, WaterNSW

## Integrating eftsure with D365F&O

According to Mr Charlier, "With D365's vendor collaboration module integrated with eftsure, we now have our business managers request new vendors through MS Forms, suppliers are invited and onboard themselves in D365 electronically which has both eliminated data entry, as well as manual checking by Procurement on vendor creation and manual checking of bank detail accuracy by the AP team and Financial Accountant on each payment run.

"The benefits have been substantial time savings, higher staff satisfaction, greater control over on-off contract spend and the ability to review and approve requests quickly. The supplier experience is also significantly better.

"A further motivation for procuring the eftsure solution was due to businesses' vulnerability to cybersecurity attacks, scams and phishing. The statistics on this risk are alarming. Whilst we have put multiple layers of human checking processes to manage this risk, these are costly and inefficient. Now bank details are verified through eftsure which includes numerous checks including cross-verification techniques, check with bank, two step verification or telephone call confirmations to validate vendors.

"We will now be protected against cyber threats like never before. Peer to peer verification and checking of details at onboarding and before every payment run reduces the risk of incorrect payments, including from cyber related threats to almost nil."

"Their methodology is sound in that they validate details upon supplier on-boarding, upon request, as well as before every payment run, for every line."

"Finally, we have also been able to achieve a solid return on investment, through the significant efficiency and process time savings from simplifying and automating the process."

## The Blueprint for Internal Controls

eftsure's co-founder Ian Mirels says "we feel privileged and proud to be working with such a forward-thinking organisation like WaterNSW. Their professionalism and project execution capability has been exceptional. We are thrilled to have been able to contribute, drive efficiency and value add in the life cycle of the payment process. Digital transformation has brought great benefits to organisations, however integral to this is inter-connectivity, speed and email dependency which has increased the risk landscape for finance departments who are ultimately responsible for payments. We see eftsure's "Know Your Payee" solution as the blueprint for the future of finance departments as internal controls have lagged digital transformation and are still very manual and old fashioned in most organisations. We are also enjoying working closely with Microsoft as one of their preferred software vendors, co-sell partners and being featured in their AppSource marketplace."

Fiona Sims, ISV Lead, Microsoft Australia adds, "It has been a pleasure to work closely with eftsure as the company developed this important solution with Dynamics 365 Finance and Operations at its heart. The impact for WaterNSW has been significant already, and that is amplified by the peace of mind that comes from this degree of automated vendor verification and security protection."

**"We look forward to continuing to work with eftsure and WaterNSW, as they continue to develop and deploy intelligent, automated solutions conferring trust and elevating security."**

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**Fiona Sims** – ISV Lead, Microsoft Australia



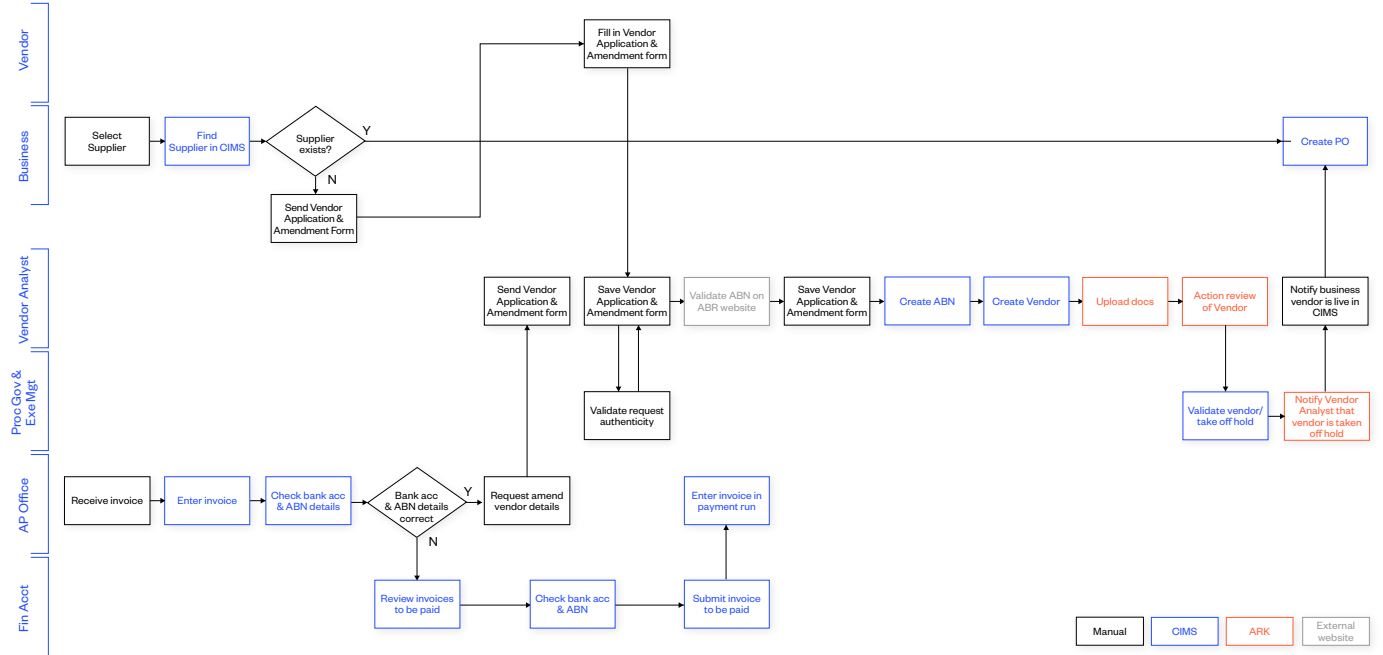
**"eftsure's 'Know your Payee' solution is the blueprint for the future of finance departments"**

**Ian Mirels** – Founder, eftsure

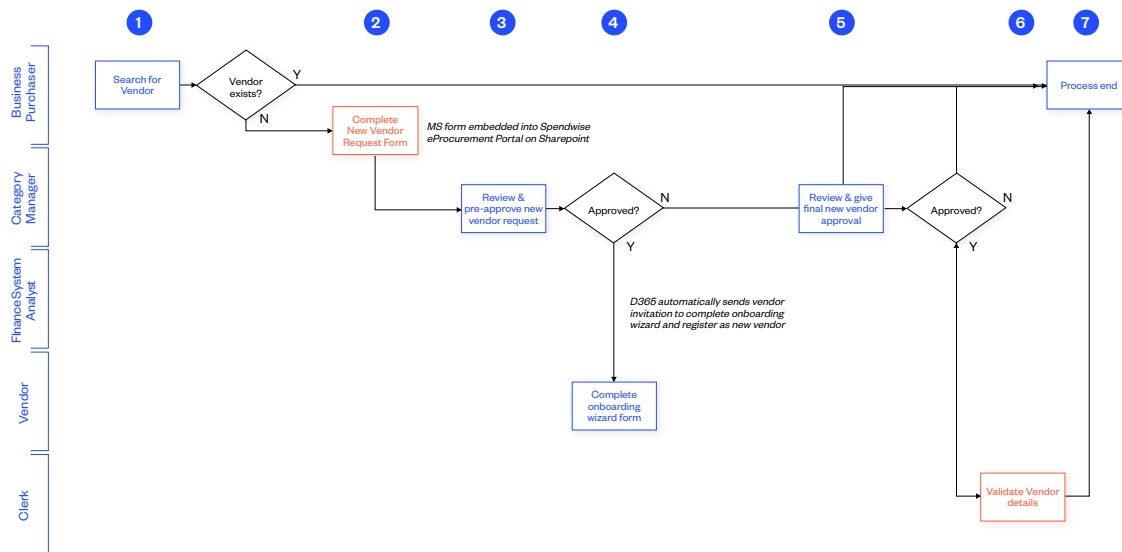


## Vendor Management Transformation with eftsure and D365F&O

### BEFORE:



### AFTER:



## Detailed Benefits Analysis:

Theme	Current State	Future State with eftsurre	How it has benefited WaterNSW
<b>Accuracy of vendor master file</b>	<p>We have a manual process that relies on multiple sets of eyes reviewing manual data entry to be confident of not making incorrect payments to suppliers.</p> <p>In 2017 we made an incorrect vendor payment of \$3m – thankfully it bounced and returned – the bank details had been entered around the wrong way and this was not picked up.</p> <p>We currently only manually check ABN accuracy (not GST registration) and have no way of verifying if our system is accurate.</p>	<p>eftsurre verifies the accuracy of vendor details at onboarding and before every payment run.</p> <p>ABN, GST registration and bank details are all checked against the source of truth – Australian Business Register (ABR).</p> <p>Through D365 vendor collaboration with eftsurre, we now have our business requesters request new vendors through MS Forms, suppliers are invited and onboard themselves electronically directly in D365</p>	<p>Look to comprehensive vendor master file analysis undertaken – # vendors with incorrect details we have fixed.</p> <p>We now have &gt;99% of our open commitments (by \$ value, and &gt;XX% of vendors with open PO's, by count) verified with eftsurre</p> <p>We have visibility of our risk, which we've never had before. We can proactively manage the risk by engaging with those vendors with invalid or potentially incorrect details.</p>
<b>Vulnerability to cybersecurity attacks – scams and phishing</b>	<p>We have been victim of cyber scams in several isolated instances for our employee vendors – thankfully not to our general vendors – but we have had to put in highly costly, multiple human checking layers in our manual processes to manage this risk.</p>	<p>Bank details are verified through eftsurre – including check with bank, two step verification, or telephone call confirmations to validate vendors</p> <p>eftsurre validates details upon vendor onboarding, upon request, as well as before every payment run, for every line</p>	<p>We will be protected against cyber threats like never before. Peer to peer verification and checking of details at onboarding and before every payment run reduces the risk of incorrect payments, including from cyber related threats to almost nil.</p>
<b>Reduction in manual effort from:</b>	<ol style="list-style-type: none"> <li>1. Data entry of paper add new vendor form</li> <li>2. Manual checking by Procurement Manager on vendor creation</li> <li>3. Manual checking of bank detail accuracy by the AP team on each payment run</li> <li>4. Manual checking by financial accountant of each payment run</li> </ol>	<ol style="list-style-type: none"> <li>1. Staff will fill out an online web form (MS Form) on our sharepoint based Spendwise eProcurement Portal site.</li> <li>2. Procurement category manager will review and provisionally approve or reject the new vendor request – through Power Automate</li> <li>3. Vendor will receive an invitation to onboard in D365</li> <li>4. Vendor onboards using D365 vendor onboarding form – self service</li> <li>5. eftsurre validates accuracy of ABN, GST and bank account information</li> <li>6. Category Manager is able to review information submitted within the system before approving use of the vendor</li> </ol>	<ol style="list-style-type: none"> <li>1. Time and ease to request a new vendor has improved – higher staff satisfaction</li> <li>2. WaterNSW Procurement now have greater control over on-off contract spend with preferred suppliers in their categories – very quick to review and approve/reject new vendor requests at both pre-approval and final approval</li> <li>3. Reduction in time required for manual creation of vendors</li> <li>4. Reduction in time required for manual checking by the Accounts Payable and AP teams</li> </ol>
<b>Better user experience for all parties involved</b>		✓	✓
<b>Enabler for future improvement projects</b>		We have configured onboarding in the D365 vendor collaboration workspace.	✓