Rentokil Initial automate CapEx approval processes across Europe, APAC, Latin America and the USA with eCapEx

Rentokil Initial

Cloud-hosted capital expenditure request software offers Rentokil Initial centralised control, standardised processes, financial transparency and compliance over their CapEx approval processes in Europe, APAC, Latin America and the USA.

Challenge

Rentokil Initial is one of the largest business services companies in the world, employing 58,600 employees across 91 countries. Rentokil specialise in pest control with Initial experts in commercial hygiene services. Their mission is to protect people from the dangers of pest-borne disease and the risks of poor hygiene.

Initial has historically operated a decentralised model with each country managing local processes for capital expenditure approval, mainly on paper forms. At Divisional level, there was a desire for greater visibility, a smarter approval process and forecast tracking.

"As an IT support group, we offer our business colleagues choices. The decision to select Process Director/ Cloud Edition was made by the Divisional CFO, as the prototype of the CapEx process worked to his satisfaction. From an IT perspective, we were also genuinely pleased with the pilot."

Chris Broe, Group CIO, Rentokil Initial

Solution

In addressing the business need for more visibility into its CapEx process, Rentokil Initial sought a tool that would incorporate workflow, business logic and reporting. For two months, they reviewed competitive products with their IT partner, Cognizant, and decided to implement a pilot program with a cloud-based solution to determine if it would satisfy the needs of their business users. In late February ePC was invited to implement a solution based upon BP Logix Process Director, to be presented to Initial's finance team with a demanding go-live scheduled for April.

Upon completion of the pilot, being satisfied with its results, the company then deployed the product throughout its European Initial Textiles and Hygiene division on time, during April.

The capital expenditure request software, which is hosted in the cloud, can be accessed from any location and presents users with bespoke portlets, showing their assigned tasks and knowledge views. Users can initiate CapEx requests (see capital expenditure request example below), which contain the detailed budget, approved request and monthly cash flow data integrated into the form. It applies logic rules to assist the users in completing the forms correctly, to ensure nothing is missing by the time the forms reach approval.
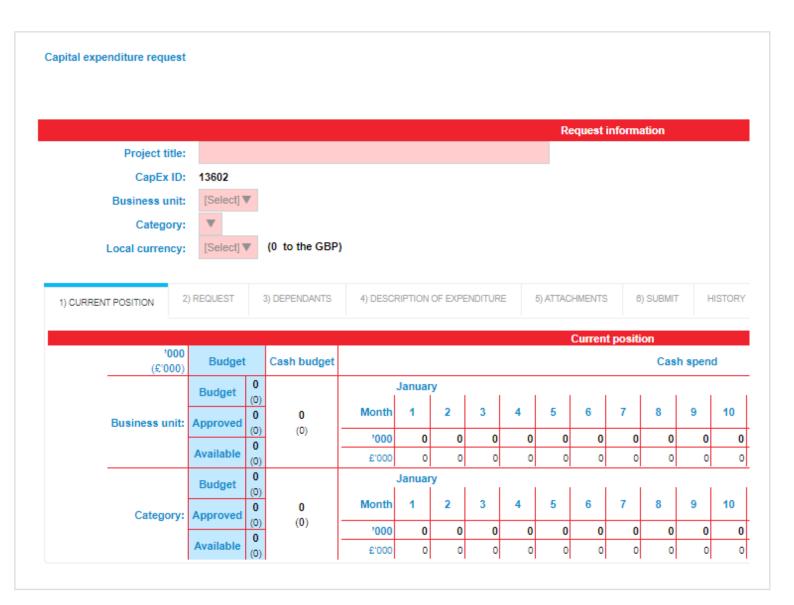
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- Automatic multi-lingual translation of eForms
- All figures are automatically shown in local currency and GB
- Business unit and asset category current position report including
- Yearly budget amounts
- Approved CapEx amounts with remaining totals by month
- Monthly cashflow forecast for all approved CapEx
- Monthly budget and cashflow budget available
- User selection for business unit, category, currency etc.
- Entry of request amount and expected cashflow, over up to six years
- Inter-dependant CapEx request linking
- Rich-text request descriptions with spell check
- Attachments of any format (XLS, JPG, DOC etc.)
- Comment log, for any participant to add time-stamped notes to a request
- Predicted authorisation path (dependant on the unit, asset category, amount etc.
- Integrated sanity checks and rules for entered data

Capital expenditure request

	Request information
Project title:	
CapEx ID:	13602
Business unit:	[Select] ▼
Category:	▼
Local currency:	[Select] ▼ (0 to the GBP)

1) CURRENT POSITION | 2) REQUEST | 3) DEPENDANTS | 4) DESCRIPTION OF EXPENDITURE | 5) ATTACHMENTS | 6) SUBMIT | HISTORY

Current position

'000 (£'000)	Budget		Cash budget								Cash spend			
Business unit:	Budget	0 (0)	0 (0)		January										
	Approved	0 (0)		Month	1	2	3	4	5	6	7	8	9	10
				'000	0	0	0	0	0	0	0	0	0	0
	Available	0 (0)		£'000	0	0	0	0	0	0	0	0	0	0
Category:	Budget	0 (0)	0 (0)		January										
	Approved	0 (0)		Month	1	2	3	4	5	6	7	8	9	10
				'000	0	0	0	0	0	0	0	0	0	0
	Available	0 (0)		£'000	0	0	0	0	0	0	0	0	0	0

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Once submitted, the electronic forms are routed through the relevant workflow, based upon asset category, business unit, budgets and authorisation limits, often requiring approval from as many as six or more people. eMail notifications are sent, containing hyperlinks directly to the forms or if staff are away from their desk, they can simply send one word approve/reject replies with notes, directly from their smartphones.

System features
- User and group configurable web portal access to data, reports and processes
- Admin portals with greater visibility and system alert screens
- User/Business Unit membership with hierarchy for permissions
- End user management of back-end database through Excel file integration
- Automated routing of completed eForms through dynamic authorisation paths
- Full audit trail with user IDs and timestamps
- Automatic handling of time zones
- Rejection and clarification workflow processes
- eMail notifications and timed reminders
- PDF rendition of request forms attached to eMail notifications and for archival
- Automatic processing of eMail responses based on keyword extraction
- Microsoft Excel based reporting via dynamic data merges

The entire CapEx approval system is designed to be multi-lingual, with web-based eforms automatically translating into the user's local language. Flexible access to the user, unit, budget, limit and authorisation path data was also required, so ePC implemented an Excel import feature to allow end-user management of the backend data from within tools the finance team were already familiar with.

"I have been really impressed by the speed with which this capability has been developed and how flexible it has been to meet our requirements."

Hilton Hess, Finance Director, Initial

Result
The CapEx approval system has generated significant cost savings from centralised control, standardised process, enhanced financial transparency and ensured compliance.

Due to the clear benefits the system has delivered to the business, it has subsequently been rolled out across all European, APAC, Latin America and US operations.

"Modern workflow technology is going to be extremely important to our business as we strive to standardise and streamline processes across the globe. This has been a very impressive first attempt but the really interesting part now is; what else can we do with this capability?"

Chris Broe, Group CIO, Rentokil Initial