

### Solution Overview

Microsoft Industry Solutions Partner  
Upside Software Inc.

### Industry

Government

### Organization Profile

The Government of Alberta (GOA), located in the capital city of Edmonton, comprises 17 different ministries and employees 25,000 people.

### Situation

In a move to streamline invoice management by replacing inefficient manual, paper-based processes, the GOA began looking for an online billing solution that would integrate with its ERP system.

### Business Solution

The GOA deployed Upside Software Inc.'s business-to-business billing solution to completely automate its invoice management. Built to capitalize on the robust scalability of the Microsoft Windows 2000 Server operating system, the solution imports all invoices electronically, checks and validates them for accuracy, routes them for approval when required, then processes them for payment—with no data entry required.

### Benefits

The GOA estimates it will save \$500,000 (Canadian) in its first year. Upside Software has slashed invoice processing time from 35 days to Three and the solution is expected to easily scale to handle 200,000 invoices a month. Electronic records storage saves time and paper costs, and the accumulated data will provide GOA with valuable sales analysis.



## Government of Alberta

### Government of Alberta Saves Time and Money by Streamlining Invoice Management with Microsoft-based eBilling Solution from Upside Software.

*All 17 departments of the Government of Alberta are using Upside Software Inc.'s eBilling solution built on the Microsoft® platform for maximum scalability and reliability. This browser-based solution slashed invoice processing time from 35 days to six. The Government of Alberta plans to process in excess of 200,000 invoices per month—saving more than \$500,000 (Canadian) in the first year alone, from just one supplier.*

As governments embrace the Internet they are discovering the same cost-saving benefits of online business as the corporate sector. And like the best government policies, the decision to migrate to Web-based solutions generates benefits that can be passed on to the population at large. The provincial Government of Alberta (GOA), Canada, is a case in point.

“Since installing Upside Software Inc.’s 100 percent Web-based solution to completely automate our invoice management, we are expecting to save more than \$500,000 (Canadian) in our first year,” says Stan Hayter, Assistant Deputy Minister. “And the solution also saves our suppliers’ time and money. In fact, one supplier will be saving over \$100,000 in postage and handing costs alone by sending in bills electronically. As we add more suppliers to the application, others are approaching us to get online.”

Overall, the GOA has significantly reduced operational costs. All invoices are imported electronically, checked for variances, validated for accuracy, compliance tested, routed for appropriate approval and charged to the correct cost centers where they are processed for payment—with no data entry required. Internet Ready Microsoft Scalability

Upside Software is built using Microsoft software building blocks that helped GOA transition to eBilling quickly and cost effectively. The solution is powered by Microsoft Windows® 2000 Server, and comprises three tiers: a Web server running Internet Information Server 5.0, an application server running COM objects and Microsoft Transaction Server (MTS) and a Microsoft SQL Server™ database engine.

“Upside Software’s modular design and use of Microsoft technologies like COM and MTS in the middle layer provide us with robust scalability,” says Hayter. “All incoming invoices pass through a single, Upside Software Translation Engine, however, the actual program that does the conversion of the incoming invoices is specific to each supplier, so we can accommodate a wide variety of formats. This means that our suppliers don’t have to change the format of their invoice data – we comply with their formats. This increases supplier adoption significantly.”



## Microsoft<sup>®</sup> Canada Case Studies

### For more information

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For more information about Microsoft-based solutions, visit the Microsoft Business page at [www.microsoft.com/business/](http://www.microsoft.com/business/).

#### **Microsoft Software Used**

Microsoft Active Server Pages  
Microsoft Internet Information Server 4.0  
Microsoft SQL Server 7.0  
Microsoft Transaction Server 2.0  
Microsoft Visual Studio<sup>®</sup> 6.0  
Microsoft Windows NT<sup>®</sup> Server 4.0

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MTS and COM allow the business layer to be segregated from the online application, so as usage increases, all the GOA has to do is add more servers or processors and let MTS handle the load balancing. Additional Web servers can be added to handle the increase HTTP load. “We have plans to process in excess of 200,000 invoices per month,” says Hayter. “The open architecture of SQL Server allowed the solution to be integrated seamlessly into our ERP system, and we plan to use all the detailed invoice data now being captured to analyze spending information. We are also benefiting from reduced storage costs.”

And the familiarity of Microsoft software and the Windows interface made for easy adoption across the GOA’s 17 ministries.

“Upside Software implemented the solution on time and budget and the system is so intuitive that the vast majority of our 25,000 end users required no training,” says Hayter.