

# AASHTO Innovation Initiative

[Proposed] Nomination of Innovation Ready for Implementation

## Sponsor

Nominations must be submitted by an AASHTO member DOT willing to help promote the innovation. If selected, the sponsoring DOT will be asked to promote the innovation to other states by participating on a Lead States Team supported by the AASHTO Innovation Initiative.

1. **Sponsoring DOT (State):** Georgia Department of Transportation (GDOT)

2. **Name and Title:** Angela Whitworth, Treasurer

**Organization:** Georgia Department of Transportation (GDOT)

**Street Address:** One Georgia Center, 600 W Peachtree St N.E., 22<sup>nd</sup> Floor

**City:** Atlanta

**State:** Georgia

**Zip Code:** 30308

**Email:** [awhitworth@dot.ga.gov](mailto:awhitworth@dot.ga.gov)

**Phone:** 404-631-1290

**Fax:** [Click or tap here to enter text.](#)

## Innovation Description (10 points)

The term “innovation” may include processes, products, techniques, procedures, and practices.

3. **Name of the innovation:**

GDOT Perceptive Content

4. **Please describe the innovation.**

The GDOT Perceptive Content project is to automate the Accounts Payable processing of Department invoices. The solution manages the capturing, processing, approval, and payment of invoices. The

workflow processes purchase order (PO) and non-PO invoices and validates information prior to export to PeopleSoft Financials. Payment information is retrieved from PeopleSoft Financials into Perceptive Content once payment is made. Also, automatic email notifications are sent to vendors if requested by the vendor once payment is made. All GDOT employees have access to the software to review invoice information. Perceptive Content is a content management software system that has been adapted to our business process. It uploads, organizes, and stores documents and content. Perceptive Content ensures that all documents are secure, quickly retrievable, and tied to the files and applications, with comments and annotations as needed.

**5. What is the existing baseline practice that the innovation intends to replace/improve?**

The innovation replaced the manual process with an electronic format for capturing, processing, approval, and payment of invoices. The manual process for invoice payment was not very efficient due to involved delay, lack of traceability, accountability and duplication of submission and payment.

**6. What problems associated with the baseline practice does the innovation propose to solve?**

The solution is used throughout the Department to automate the invoice payment process by providing a central point for invoice submittal, reducing data entry errors (e.g. duplicate invoices, missing/invalid purchase orders, etc.), providing traceability throughout the workflow, and facilitates approvals/timely payment.

Account Payable invoices and other documents are stored electronically and are searchable.

Sensitive information is protected and allows redacted invoices to be viewed without compromising sensitive information.

The system enables transparency in the invoicing process.

Exception processing, notifications and escalations are built into the system to keep invoices moving forward.

A more streamlined, repeatable and consistent process created for Invoice Submission and Approval Process.

Significantly improved process efficiency and staff accountability.

Provides quicker turnaround time for processing with escalations.

Provides transparency in information and status of invoice approval process.

System validations eliminates the submission of redundant data.

**7. Briefly describe the history of its development.**

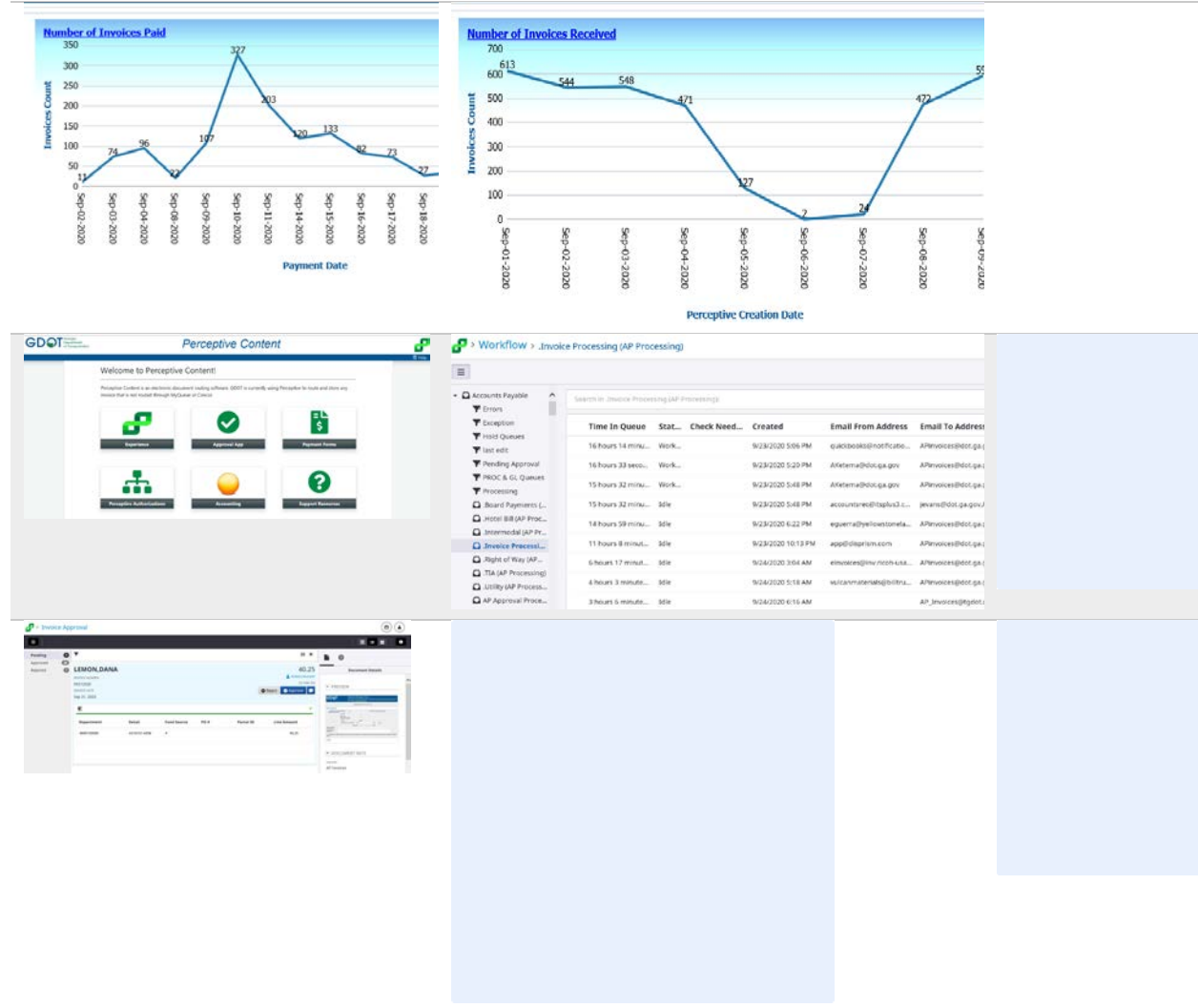
The initiative for this project started in early 2016 with a market research for an Accounts Payable Process Automation Solution. Perceptive Content was finalized as the product of choice for this implementation. The project development was initiated with a series of requirement gathering and scoping sessions. The core product customization to meet these finalized requirements started early 2019. The project went live for our Business users early 2020.

8. What resources—such as technical specifications, training materials, and user guides—have you developed to assist with the deployment effort? If appropriate, please attach or provide weblinks to reports, videos, photographs, diagrams, or other images illustrating the appearance or functionality of the innovation (if electronic, please provide a separate file). Please list your attachments or weblinks here.

The following documents were created to assist with development of this project

1. Business Requirement Document
2. Technical Specifications Document
3. System Deployment Documents/Scripts
4. Functional Test Scenarios Scripts
5. Training & User Guides available for all employees via Microsoft Teams

Attach photographs, diagrams, or other images here. If images are of larger resolution size, please provide as separate files.



## State of Development (40 points)

Innovations must be successfully deployed in at least one State DOT. The All selection process will favor innovations that have advanced beyond the research stage, at least to the pilot deployment stage, and preferably into routine use.

9. How ready is this innovation for implementation in an operational environment? Please select from the following options. Please describe.

- Prototype is fully functional and yet to be piloted
- Prototype has been piloted successfully in an operational environment
- Technology has been deployed multiple times in an operational environment
- Technology is ready for full-scale implementation

Click or tap here to enter text.

10. What additional development is necessary to enable implementation of the innovation for routine use?

The innovation is already in use by our Business Users and no additional development is needed.

11. Are other organizations using, currently developing, or have they shown interest in this innovation or of similar technology??  Yes  No

If so, please list organization names and contacts. Please identify the source of this information.

Organization	Name	Phone	Email
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

## Potential Payoff (30 points)

Payoff is defined as the combination of broad applicability and significant benefit or advantage over baseline practice.

12. How does the innovation meet customer or stakeholder needs in your State DOT or other organizations that have used it?

The Perceptive system intention is to reduce the invoice approval processing time with more transparency knowing the status of all invoices submitted in the system.

Automate the process of invoices that are approved in GDOT and payment processing in PeopleSoft Financials System (FSCM). This is a significant cost saving in terms of man-hours to process the invoices for the Department.

With a totally paperless system process, the Department can avoid all costs associated with creating, processing, and storing the paper applications.

New Electronic Submission/Approval process saves a ton of time tracking the submitted invoices.

13. Identify the top three benefit types your DOT has realized from using this innovation. Describe the type and scale of benefits of using this innovation over baseline practice. Provide additional information, if available, using quantitative metrics, to describe the benefits.

Benefit Types	Please describe:
Improved Operation Performance	Invoices are processed more timely. Prompt pay metrics have increased since Perceptive went live.
Improved Quality	Click or tap here to enter text.
Cost Savings	Click or tap here to enter text.
Improved Customer Service	Click or tap here to enter text.
Organizational Efficiency	The time it takes to process invoices has greatly decreased due to fewer people involved in the process. Invoices are received by the Accounting Office, coded, then sent electronically for approvals. Before, invoices were sent to using offices, then scanned and emailed to Accounting. The Department has also worked with vendors to have them send invoices electronically rather than through mail. Throughout the process of routing invoices, employees can view the invoice and the status of the invoice.
Other (please describe)	Perceptive has also increased internal controls over invoice charges. The system automatically routes invoices for approval based on the department being charged to. This ensures that the correct person is approving the invoice rather than a manual process of reviewing signatures that occurred prior to the implementation.

Provide any additional description, if necessary:

Click or tap here to enter text.

14 How broadly might this innovation be deployed for other applications. in the transportation industry (including other disciplines of a DOT, other transportation modes, and private industry)?

This innovation is currently specific to the Accounts Payable Process Automation functions and does require customization of the base product from the vendor to adapt to the current business process within

the organization. Perceptive can be used for multiple types of workflows and GDOT plans to use the software to streamline other workflow processes in the future.

## Market Readiness (20 points)

The All selection process will favor innovations that can be adopted with a reasonable amount of effort and cost, commensurate with the payoff potential.

15. What specific actions would another organization need to take along each of the following dimensions to adopt this innovation?

Check boxes that apply	Dimensions	Please describe:
<input checked="" type="checkbox"/>	Gaining executive leadership support	The Accounting and IT Offices met with the Treasurer and Deputy Commissioner to give an overview of the program prior to purchasing. Once designed, a demo was given to Executive Leadership prior to training all other employees and Go-Live.
<input checked="" type="checkbox"/>	Communicating benefits	Accounting held multiple trainings for each office in the Department to explain the benefits of the process and train all users on the use of Perceptive.
<input checked="" type="checkbox"/>	Overcoming funding constraints	Accounting and IT ensured there were funds available in the budget prior to purchasing the software. Each office committed funds to the project to ensure the project would be successful.
<input checked="" type="checkbox"/>	Acquiring in-house capabilities	Accounting and IT ensured there were funds available in the budget prior to purchasing the software. Each office committed funds to the project to ensure the project would be successful.
<input checked="" type="checkbox"/>	Addressing legal issues (if applicable) (e.g., liability and intellectual property)	GDOT had to work through some issues with the vendor's contract language that did not follow Georgia Contract Laws.



		The Legal Office worked with the vendor to make changes to the contract prior to execution.
<input type="checkbox"/>	Resolving conflicts with existing national/state regulations and standards	Click or tap here to enter text.
<input type="checkbox"/>	Other challenges	Click or tap here to enter text.

16. Please provide details of cost, effort, and length of time expended to deploy the innovation in your organization.

**Cost:** \$837,000

**Level of Effort:** The innovation required a great deal of involvement and time commitment from the Business Owner group to define, approve and validate the solution along with assistance from the IT Department for deployment and of the organization.

**Time:** The time to implement this solution was about 12-16 months which involved development of the defined customization, testing, user training and deployment of the solution. The initial market research, contract execution, business requirement gathering took about 24 months but was dependent on many variable factors such as contract execution time, resource availability, etc. which lead to the extension of this initial phase.

17. To what extent might implementation of this innovation require the involvement of third parties, including vendors, contractors, and consultants? If so, please describe. List the type of expertise required for implementation.

The innovations require purchase of the Perceptive Content product and licensing from Hyland along with Professional services to customize the product to the requirements of the Organization.