



# Converga Australia & New Zealand

## The partnership

Converga began its partnership with Palette in 2011, selecting Palette to be its Automated Accounts Payable platform of choice. The model allows Converga to partner its world class intelligent capture technology, electronic invoicing and high speed scanners with Palette's AP Automation platform to offer an end to end solution delivered entirely by Converga.

## The product

"Our customers recognize the cost, both direct and indirect of processing and paying invoices. When it's possible to pay an invoice with little to no touch it makes a solution such as Automated Accounts Payable a no brainer for business today", explains Ken Hickey. Not only does Converga deliver Palette to their customers, but they also use it internally to manage their own invoice payment process.

“ The partnership with Palette has been excellent in all areas from product support to sales and marketing. Palette has provided us with the training and support for successful implementations across Australia and New Zealand.

**Ken Hickey**

Head of Business Process Solutions, Converga Australia and New Zealand





### About Converga

Converga is the Business Process Outsourcing arm of Canon Business Services. With a history of optimizing business processes spanning over 25 years, Converga is a leader in Business Process Automation. Converga provides solutions such as Onshore and Offshore Managed Services, Digital Transformation, Document Workflow and Intelligent Capture. Financial Services include Electronic Invoicing and Robotics as a Service.

[www.converga.com.au](http://www.converga.com.au)

### Growing demand for AAP

Converga's solution, where their own intelligent capture and e-invoicing solutions are combined with Palette's accounts payable solution, has turned out to be the key to their success.

The end to end solution is offered as a convenient cloud service and comes with many benefits for the end customer: no upfront licensing cost, continually updated software and full scalability. The past five years has seen steady growth in new customers, and demand for automation continues to grow throughout the region.

### Experienced financial services provider

With over 25 years of experience in business process consulting and optimization of financial services, Converga also offers their customers expertise in the area of ERP integration. The Automated Accounts Payable concept is easily integrated with most of the commonly used ERP systems in Australia, New Zealand and Asia. Services and support are offered by Converga's local consulting teams. Converga is owned by Canon Business Services, enabling them to leverage the network and capabilities of one of the world's largest companies



At Palette we have great confidence in Converga and we respect their high level of expertise in Business Process Automation. We are very satisfied with the collaboration, both in terms of sales and services in their local market.

**Mikael Eriksson**

Sales Director, Palette Software

*Palette has an extensive network of partners around the world.*

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