



SUCCESS STORY

### Allegion

#### Industry

- Security Products & Solutions

#### Solution

- OpenText™ AppWorks™
- OpenText™ Capture
- OpenText™ Extended ECM Platform

#### Partner

- Muraai Information Technologies

#### Results

- ↻ **Enables unified AP processing** for all five business units across multiple ERPs
- ↓ **Reduces invoice cycle time** with automated PO matching and exception handling
- ⬡ **Achieves full SOX compliance** with end-to-end audit trail and zero manual report-building



# Allegion unifies accounts payable across five business units with intelligent AP automation

Security leader replaces fragmented legacy system with SIMS — delivering automated PO matching, SOX compliance, and a unified AP platform across five ERPs.



**Allegion plc is a global pioneer in security products and solutions, manufacturing locks, door closers, access control systems, and other security technologies. The company serves more than 130 markets globally, with approximately 11,000 employees and annual revenues of \$3.7B USD.**

### Modernising a legacy invoice management system

Allegion was managing accounts payable through iPS — an Internet Payables System that had grown increasingly fragmented across five distinct business units: AX (Von Duprin & Olathe), LCN, Republic Doors & Frames, Security Technologies, and Steelcraft.

Each unit operated on a different ERP platform — Microsoft AX 2012, Oracle 11i, MFG/Pro, Frontier, and MAC-PAC AS/400 — making unified AP oversight virtually impossible. The system lacked support for Non-PO invoices, forcing manual intervention for freight and non-standard invoices.

Manual processes and complex multi-entity PO matching requirements created processing delays and growing compliance risk. The absence of end-to-end visibility limited Allegion's ability to manage exception backlogs, perform audit preparation efficiently, or standardise workflows.

### Choosing a modern AP platform built for complexity

Allegion and Conduent Business Services partnered to evaluate options for modernising the AP workflow environment. The core requirement was a platform capable of handling multi-ERP, file-based integration across five distinct ERP environments, with configurable business validation rules per business unit, and both 2-way and 3-way PO matching — all within a SOX-audited framework.

### Deploying SIMS across five business units

SIMS — the Supplier Invoice Management System developed by Muraai and powered by OpenText™ AppWorks™, OpenText™ Capture, and the OpenText™ Extended ECM Platform — was selected as the target platform for full AP workflow migration. Its cloud deployment on Microsoft Azure provided the scalability and security Allegion required.

The migration involved configuring document types, queue structures, and business validation rules for each of the five business units, reflecting their individual ERP interfaces. New capabilities were introduced including Non-PO invoice processing, automated GL coding, SAML-based SSO, holding queues, and automated email notifications to suppliers.



### A scalable, compliant AP foundation

With SIMS in place, Allegion consolidated five fragmented AP workflows onto a single, auditable platform — enabling automated PO matching, exception queue management, and full document traceability across all entities.

The system's inclusion in the annual Conduent SOX audit, combined with configurable hard and soft business validation rules per document type, delivers continuous compliance readiness without manual report-building or separate audit preparation.

A two-year backfile of historical documents was migrated from the legacy iPS system to ensure continuity of AP records and regulatory compliance. Muraai consultants worked closely with the Allegion and Conduent teams to ensure no disruption to live AP operations during the transition.

### Delivering a multi-ERP architecture that scales

Allegion now operates a cloud-hosted AP platform capable of scaling as its business evolves — with the ERP-agnostic architecture of SIMS providing a resilient foundation for future entities, additional ERP environments, or expanded AP process scope.

The multi-ERP integration model, handling file-based connectivity across five different ERP platforms simultaneously, demonstrates SIMS's ability to standardise AP operations without requiring ERP consolidation — a critical differentiator for complex enterprise environments.

#### Partner Information:

Muraai Information Technologies is a global process and content-centric product company, specialising in AP automation and Procure-to-Pay transformation. An OpenText SolEx Gold Certified Partner since 2019, Muraai has deployed SIMS across 40+ enterprise clients in 73 countries, processing over \$100B in transaction value. Since 2013, Muraai has helped Fortune 500 companies simplify and automate their finance operations.



#### About OpenText

OpenText, The Information Company, enables organizations to gain insight through market-leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit [opentext.com](https://opentext.com).

## Muraai

beyond imagination

#### About Muraai

Muraai Information Technologies is a process and content-centric product company founded in 2013, specialising in AP automation and Procure-to-Pay transformation. An OpenText SolEx Gold Certified Partner, Muraai has deployed its SIMS platform across 40+ enterprise clients in 73 countries, processing over \$100B in transaction value. For more information visit [muraai.com](https://muraai.com).

[Customer stories](#) [opentext.com/contact](https://opentext.com/contact)

Copyright © 2025 OpenText. All Rights Reserved.