EMERGE SOLUTIONS

CASE STUDY:

HOSPITALITY

"We have multiple locations and brands sending us documents that have to be manually entered into our software. We never seem to catch up."

THE CHALLENGE

A restaurant group has multiple locations and three distinct concepts/brands. This group manages all of their invoicing through the accounts payable department in their corporate headquarters. As invoices are received, the accounting team scans each invoice and manually codes pertinent information into their accounting software. To keep revenue streams and financials in order across the different concepts represented under the larger hospitality group, invoices must also be approved and then assigned to an expense category (such as liquor, maintenance and upkeep, linens) by the direct manager of each respective location.

The manual process for entry into their software, distribution to management teams, and approval creates considerable delays, backlogs, errors, and eats up resources like corporate real estate (for paper file storage) and time for busy key employees (management and accounting team). Often times an invoice will bounce through the hands of several managers before arriving at the correct location for approval. As approvals are communicated back to the accounting team invoices are sometimes inadvertently duplicated. This process is frustrating and inefficient.

THE SOLUTION

After a process consultation, the restaurant group accounting team opted to roll out Emerge PRO in two phases. In phase one, the Emegre PRO cloud solution captures the same index fields the CRG accounting team manually enters into their accounting software as searchable fields with document distribution functionality. In phase two the accounting team will add full integration into their accounting software in order to automate their data entry.

THE BENEFITS

In phase one, Emerge PRO in the cloud offers seamless search functionality, which saves time previously spent hunting for paper invoices. Phase one in the cloud also eliminates confusion in the approval process via easy and clear communication and document distribution features, getting the right invoice to the correct manager quickly. Management across all brands has access to relevant invoices immediately, eliminating delays. As invoices are scanned, physical record storage is eliminated relieving valuable office space. Over time, the Emerge PRO service will scale to the restaurant group's needs offering additional benefits as phase two automates data entry into their software, conserving time and labor burden.

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