

Enterprise Content Management



Company: Wake Stone Corporation

Industry: Heavy Highway / Civil

Construction Services: Construction aggregate stone products and agricultural materials manufacturer

Headquarters:

Knightdale, North Carolina

Territory / Locations: 7 quarry locations in NC and SC

Client Information: WSC is a supplier of high quality products such as aggregate base course, clean stone products for concrete/asphalt and even specializes in producing Hi-Cal AgLime soil additive for agricultural industry

- Founded in 1970
- 150 employees
- 150 payroll checks per week
- 500 invoices per month

Software Applications: eCMS, Accounts Payable, Accounts Receivable, General Ledger, Equipment Accounting, Equipment Maintenance, Job Cost, Payroll, eForms, Business Intelligence and Analytics, Enterprise Content Management, User Defined Columns

Technology Environment: Enterprise eCMS

Challenge: Wake Stone Corporation's Accounts Payable invoice process was time-consuming and manually intensive. Each invoice was sorted or printed, pre-printed vouchers were manually stapled to each invoice, and the documents were placed in inter-company box or manila envelopes for distribution at each of the company's five locations.

These manila envelopes were driven to remote offices for approval by company supervisory staff. Deliveries were not scheduled per AP invoicing but were conducted only as operation folks needed to travel to those sites. Most invoices took a few days to reach the remote sites for approval. Only then could the appropriate staff approve and then need to shuffle them back to main office which could also take time. On some occasions, the invoices would 'get legs' and be misplaced or get into the wrong hands.

Inefficiencies ran rampant and invoices would regularly go unpaid for days or weeks. Invoice status or updates were impossible to track or accomplish. At the end of the cycle, documents were filed in cabinets, making indexing, management and retrieval more arduous tasks.

Solution: Wake Stone upgraded to eCMS v.4.0 and implemented the entire enterprise content management suite, including batch upload, imaging and workflow. The company was able to upload multiple documents into eCMS and categorize them based on location to better align with their manufacturing-style business. The new, flexible solution provides imaging as an integrated part of the eCMS ERP application, enabling custom menus for a breath of users to approve invoices even if they don't often engage the ERP.

Invoices can be assigned and filtered based on users. And, all AP invoices are imaged and pulled into workflows to provide another level of flexibility and efficiency. Examples include equipment related invoices viewed by supporting employees only, restrictions are placed per user or per invoice amount for all invoices, daily email alerts are implemented for users to approve invoices and more. In addition, multiple people can look at the same invoice and never create duplicates or errors.

Results:

All Wake Stone invoices are imaged, indexed and available to the end users who need them. Search results showcase who approves invoices, when they were approved and to which location they belong. Approved invoices are processed easily in batches and filed electronically, eliminating paper, file cabinets and messenger delivery time and expenses.

With eCMS v.4.0, Wake Stone has seen tremendous gains in AP process productivity, including the reassignment of a full-time employee to other activities and responsibilities. Accuracy and speed have improved the company's service to vendors and customers. Specifically, these automated systems and processes have shortened the vouchering-delivery-approval-remittance process from weeks to a few days. Employees have welcomed the change and will never go back to the labor-intensive and time-consuming manual processes of the past.

We estimate a minimum of 20-25% productivity gains for the business process of AP invoice approval and processing and an estimated cost savings of over \$50,000 annually.

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— Jared K. Miedema, Senior Engineer and Manager of IT, Wake Stone Corporation



Construction aggregate and agricultural products in North and South Carolina



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