



G&K Services' Evolution into Full Automation of Accounts Payable with Centreviews

AT A GLANCE

Since 1902, G&K Services has provided high quality work apparel and facility products, for rent and purchase, to a wide variety of industries. The company's rich history allows them to provide their customers with the highest levels of satisfaction. However, their long history and commitment to customer satisfaction also left them with a tedious, manual paper-based accounts payable process.

G&K realized that the paper-based processes were preventing them from properly managing their accounts payable. They needed to automate and implement a full AP workflow solution, but due to IT resources being allocated to the manufacturing automation side of the business, they knew they would be unable to do so all at once. Their first priority was to eliminate the paper and address the issue of manual filing of their paper invoices using Centreviews Document Management Solution.

G&K Services knew that they needed a full automation solution for their accounts payables to improve their operations, but also knew they had to implement the automation in a phased approach as IT resources became available and across the enterprise to enable them to adopt and adjust to the new processes. The solution? The Centreviews Payables Solution.

The result for G&K is an electronic accounts payable process that increases efficiency, saving time and money. With the success of the Centreviews Document Management Solution and Payables Solution, G&K is in the process of expanding the use of the Centreviews Business Intelligence Suite to their Canadian division as well.



COMPANY OVERVIEW

Founded in 1902, G&K Services provides branded uniforms and facility products for rent and purchase. Based in Minnetonka, MN, G&K serves more than 170,000 customer locations from all industries across the U.S. and Canada.

AT A GLANCE

- G&K Services is focused on delivering customer satisfaction, not their back-office operations
- IT resources were limited due to mainly being allocated to other customer facing business operations
- Centreviews provided a comprehensive solution that could be implemented in phases to limit the IT resource requirements needed and to fit schedules when IT resources were available
- G&K Services has been able to reduce its accounts payable staff by 25% with the use of Centreviews and improve capture of vendor discounts to 70%

PRODUCTS USED



Payables Solution



Receivables Solution



Document Management Solution

▲ BACKGROUND

G&K Services is a national provider of uniforms and work apparel for businesses throughout the world. Founded over one hundred years ago, the company has undergone many transitions over the years, but still had many paper-based processes. This resulted in years' worth of paper invoices, fax cover sheets, and other items, spread across multiple locations making it nearly impossible to find a specific documents when needed.

With this problem in mind, G&K's initial goal was to enhance visibility and add search capability. However, after seeing the success of the Centreviews Document Management Solution, G&K began searching for ways to take it to the next level. Their next step was adding the Centreviews Payables Solution. They needed to automate workflow to reduce their workload and make processes easier so they could focus on more important projects. Centreviews Business Intelligence Suite was the perfect solution to handle G&K's transition.

▲ CHALLENGES

Automation Most of G&K Services' IT resources are focused on the manufacturing automation part of the business, and on keeping customers satisfied, the core of G&K's company values. While this allows them to provide the best services possible, it also means that a limited amount of IT resources can be allocated to back-office operations. Due to limited IT resources, G&K's accounting department needed a multi-phase approach, that allowed them to solve their most pressing issues first, but provided the ground work to continue to improve their processes as the resources became available.

They knew that paper invoices and other documents were one of the key aspects limiting efficiency and that their end goal was to move to a full accounts payable workflow. They needed to find a solution that could take on the backlog of their paper documents, begin electronically archiving new documents, and eventually add increased functionality to support further AP initiatives. This is where Centreviews came into the picture.

▲ SOLUTION

G&K used Centreviews and embarked on an initiative that gradually replaced old manual paper-based processes with new, more efficient electronic processes. The first phase eliminated the need for workers to spend hours keying in stacks of paper invoices. Instead, the invoices are entered from an image into the Centreviews Document Management Solution. The centralized document archive maintained on Centreviews enabled authorized individual access to instantly retrieve critical information to resolve issues or meet audit requirements.

The second phase that G&K added was the Payables Solution from the Centreviews Business Intelligence Suite. Through the use of Payables Solution workflow, G&K Services has been able to reduce its accounts payable workforce by 25 percent, resulting in a significant cost savings.

Another phase and functionality that G&K added was the ability to transmit EDI (Electronic Data Interchange) invoices directly into the Centreviews Payables Solution. This simplified the process and reduced the processing costs for G&K.

▲ SOLUTION (Cont.)

The new solution automated the more mundane processes of G&K and enabled them to put their resources into hiring more highly-skilled workers, whose knowledge can go to more important projects and tasks rather than data entry and routing. G&K's accounting department has been so successful, that many of their employees have been promoted to lead other areas within the organization.

▲ RESULTS

With the full implementation of Centreviews Business Intelligence Suite, G&K noticed their employees now had time available for more important projects; they no longer needed to spend time keying in numbers and manually filing paper. Those employees could be redirected to project-based work, improving G&K's productivity and reducing the need to hire additional staff when they took on new customers. Centreviews also improved the audit process -- previously, it took hours, sometimes even days, to gather invoices from their multiple locations. Now, their process allows workers to gather information needed for audits in a matter of minutes from the centralized document archive maintained on Centreviews.

G&K's new automated solution provides accrual reports resulting in improved visibility into the company's liabilities and allowing for more informed financial decisions. The software also allows G&K to capture discounts; since everything is now in one place, employees can more easily take advantage of discounts allowing the company to increase from 40 to 70 percent of discounts captured. When combined with the time-saving benefits of having all their information in one place, the new solution automates processes that previously were done manually.

For G&K Services, the most beneficial aspect of working with Centreviews was its flexibility and ability to be implemented in multiple phases and then systematically rolled out across the G&K organization. This allowed the company to craft a solution that met their distinct needs, schedules and IT resource availability, rather than trying to jam an "all or none" approach into its environment. When resources became available to implement more pieces of the Centreviews solution, G&K was able to add these features to their existing solution seamlessly.