International Supplier uses Centreviews to stream line its payables process and augment its sophisticated supply chain systems to ensure uninterrupted deliveries of products to its customers.

AT A GLANCE

At Sage Hospitality, managing processes is an important part of everyday operations. With hotels and restaurants around the country falling under their management, the company knows it's vital to find a way to streamline operations. But over the past 30 years in business, the company has learned that often improvement means following changing technology.

For the past few years, Sage Hospitality has enjoyed the convenience of accounts payable (AP) automation. The company moved from a manual, paper-based invoicing process to automated approvals and payments, with impressive results. Recently, Sara Sandusky, with Sage's corporate office, spoke to us about making the switch to Centreviews for the company's AP processes.

BETTER INVOICE TRACKING

Before transitioning to the new system, Sage's accounts payable process required a clerk to key information directly into an accounting system. Once keyed, the invoices were attached to check stubs, then filed in folders. With the new system, all invoices are stored electronically, where they can be approved within the system. The AP team can pull up an invoice and see a history of that invoice's progress through the system. This helps pinpoint issues if an invoice hasn't been paid.

"It's all housed in one spot where you can pull invoices dating back however long you've been on the system, which is really great," Sara says. "It's eliminated a ton of manual processes. It has everything centralized in one spot."

COMPANY OVERVIEW

Sage Hospitality manages hotels and restaurants across the country, relying on a hard-working AP team to handle all of its invoicing and payments. Prior to making the move to automation, the team used a manual AP process that required each invoice to be keyed in. A copy of the invoice would then be stored in a file folder, attached to a check stub. They knew automation would not only save time, but it would make the entire process more pleasant. For more information, visit sagehospitality.com.

▲ MANAGING THE FLOW

Often businesses fear that automation will replace jobs, but that hasn't been the case at all for Sage. In fact, the same amount of work continues to be done, but team members spend their time on different duties. Each invoice must now be scanned, with employees ensuring it makes it through the system. However, the new work is far less tedious than the manual paper-pushing processes team members handled before.

"The old system was replaced with more of an automated tracking where you'd scan the invoice and make sure it gets routed to the appropriate department head," Sara says. "Make sure invoices aren't sitting very long in their queues before they move on to the next step. Manage the flow a little bit more instead of actually doing the actual tactical work."

▲ OVERSEEING PROPERTIES

One of the best features of the new system is how easy it is to learn. Instead of conducting individual training, that means Sage can do webinars to bring new leaders up to speed. This system also puts Sage's leadership in a position where they can easily manage all of their properties from one place. The usefulness of this feature surprised the team at Sage.

"I can log in and look at what's going on in varying hotels and see what their queues look like," Sara says. "Now I think we acknowledge that that's a really great trait to the system, but I don't know if that was necessarily part of our original thinking."

As Sage Hospitality tackles another decade in business, the company is confident that it has the best resources in place. When the AP team can oversee its processes, it not only makes things run more smoothly, but it allows team members to spend their time on managerial tasks, rather than the tedium of pushing paper.

ABOUT CENTREVIEWS

Centreviews Business Intelligence Suite is a simple, scalable, and secure solution that automates accounts payables, accounts receivables, workflow and document management processes and reduces labor with Robotic Process Automation (RPA). It is a suite of solutions that helps companies identify, resolve and prevent problems with their accounts payables, accounts receivables or document management processes. It is a cloud-based, mobile optimized platform that can be integrated with existing processes and technologies that enables companies to implement and maintain best practices for accounts payable, accounts receivable and document management process to improve visibility, improve controls, improve efficiencies, and improve profits! For more information, please call +1.651.675.2600 or visit www.centreviews.com