

Using a modern document management system, expanding plumbing and heating merchants Stuart have automated accounts payable, saving 40% in processing time.



Stephen Elliott, Finance Director, Stuart Plumbing & Heating Supplies, Hinckley, Leicestershire, uses DocuWare to make operations more efficient and reduce administrative costs:

“Our key objectives when starting this project were to speed up the invoicing processing time and improve accuracy of capture and errors. DocuWare has more than exceeded our expectations.”

STUART
PLUMBING & HEATING SUPPLIES



Location: United Kingdom
Industry: Retail / Wholesale
Deployment: Cloud
Department: Accounting
Integration: ancora Software

Stuart Plumbing & Heating Supplies is a family run business that has been trading for over 35 years and specialises in central heating, plumbing, bathrooms, showers and a vast range of bathroom furniture such as vanity units and accessories. Currently, there are 8 branches in the Leicestershire, Warwickshire and the Midlands area.

Stuart Plumbing were looking at document management solutions when their rapid expansion enabled them to open an 8th location. The growth had a big impact on their finance departments workload. With only two staff members manually processing in excess of 2,000 invoices a month from a multitude of different suppliers, it was a time consuming and laborious task that was reaching breaking point. Stuart Plumbing knew that they really needed to think about some sort of automation platform to ease the pressure, and sought the advice of their long-standing print and software supplier.

Automation for efficiency and accuracy

A full audit was carried out, and having identified the key pain points, the experts in business workflows proposed DocuWare as a document management solution (DMS) to automate the invoice entry process. The system has been

integrated into the capturing and classification solution ancora Software.

Three things were critical for the project: removing the manual tasks, streamlining processes within the finance department, and most importantly highlighting and resolving errors quickly for improved accuracy. With the scoping phase complete, the transition to the new solution was straight forward, easily integrating into the company's existing EDI software, and the finance team adapting quickly to the new digitization. By automating a very manual and labour-intensive process, the company could reduce its invoicing time by about 30-40%. In addition to the time savings and increased accuracy, Stuart Plumbing has also been able to reduce the amount of paper being used, as invoices are entered straight into the system without being printed first, further reducing costs.

A smooth audit

Stuart Plumbing had planned to recruit additional staff to cope with the large volume of invoices but has been able to keep the overhead the same, even though they have grown by over 15% in the last year. Other benefits to the business include auditing: the whole process is much slicker, with

"A task that would have taken the whole month to complete, we can now close off 10 days earlier."

"The biggest improvement is in managing errors: we previously had so many issues with VAT and under and over payments. Now the system highlights any discrepancies so we can deal with them quickly with minimal issue. Our accuracy level has improved by 100%."

all documents from delivery notes to invoices being retrieved quickly and easily. Thanks to DocuWare, employees are also able to access files from their phone, which really helps with creating quotes whilst out of the office.

A true partnership

Stephen Elliott, Finance Director commented on the relationship with their DocuWare partner: "The team have been absolutely fantastic, from the outset they really took the time to understand how we operate and make enhancements that would work for us. Nothing is ever too much trouble, and they are always at the end of the phone to deal with any queries or questions. We know that we have a fully future-proofed solution that is flexible and can adapt for our growing business. We are very much look forward to working with our DocuWare partner on future projects."

"Our DocuWare partner took the time to understand our business' unique requirements and tailor the software accordingly."

