

Reward Hospitality Case Study

About our client, Reward Hospitality

Reward Hospitality are dedicated to serving the hospitality, aged care, healthcare, school & mining industries. With over 30 locations and a team of 150 devoted territory managers serving Australia, New Zealand & the Pacific Islands, Reward Hospitality is more than equipped to provide their Customers with the most comprehensive service and hospitality solutions.

Reward Hospitality is proudly owned by the E.C.F Group - the European leader in hospitality, catering & general food service supply with key markets in Europe, the Middle East & North Africa. Paired with market leaders in Europe, Reward offers customers access to products & trends from around the globe.

Why did Reward Hospitality approach Redmap?

Reward Hospitality have been using Redmap software as a generic document archive since 2013. Sometime in 2017 a competitor emailed Reward about the benefits in AP Automation and it struck a chord with the team. This resulted in a search for the right product.

“We looked at 6 different Vendors in total and it was a mixed group. Some were really expensive, some were really clunky, some couldn’t extract the line items and then there was Redmap. A tool we had used for years, which was not only well priced and user friendly, but it was also fully integrated with Pronto. It is ironic that the right tool was right in front of us all the time!”

“Our Inventory is extremely well controlled, and the warehouse team do an exceptional job controlling it. There is a huge focus on inventory, the catalogue lists and our receipting practices. This meant that we were paying team members to process invoices that were a perfect match, and that is very wasteful. Our goal was to see 72% of our invoices straight through process,” said Rae Burton, Senior Treasury Officer Reward Hospitality.

What did Redmap do?

Redmap’s Best Practice for Pronto Xi was implemented to extract data from the invoices and route them for approval. Reward wanted to be able to route invoices that had a quantity variance from the warehouse resources that performed the receipt and price-based variances to their inventory team.

Redmap extracts the line-item data from the invoices and checks this against the PO data in Pronto Xi to determine the source of the mismatch and routes the invoices appropriately.

“I am pleased to say that we have recently reached 74% straight through processing. It took a little while to achieve our initial goals, and for reasons we could not have anticipated at the onset of the project. Automating removes the human element, that is the goal. But this removes human interpretation as well and that means when a supplier has a delivery docket number on the invoice with a ‘#’ in front of it and that ‘#’ is not on the receipt in Pronto Xi, then you have exceptions to deal with.

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What did Redmap do?
(continued)

“My team focused on addressing these Vendor based exceptions and getting the data to align correctly. Sometimes that meant working with the Vendor to improve the level of data they were sending us, other times it meant working with the Inventory Team to make changes to the process,” continued Burton. “The good news is the team had the time required to do this due to the automation and I see this as a far better investment of their time.”

What was the outcome for Reward Hospitality?

“We achieved our productivity goals in the AP team as part of the project. What the management sometimes forget to recognise is the productivity gains we made in the wider team.

“The approval process pre-Redmap was that the invoice would be emailed to the approver, they would print it out, stamp and sign it and then scan it to email it back. Now they are presented with an invoice in a really simple to use product with two buttons – approve or reject. The approval process is so much more efficient for these resources and, given that there are 112 approvers across the business, that is a considerable ROI.

“The success of this project has been a combination of three factors. Firstly, the Redmap team did what they said they would, which is not always the case in these technology projects.

“Secondly, my team worked extremely hard and had a positive attitude toward change. In my opinion, however, the most impactful contribution to this project has been the work that Cathy Packnas and her inventory team have made.

“Our inventory and purchasing data is so well managed and the receipts performed at the warehouse so accurate, and that is a huge factor in the positive straight through processed invoices,” concluded Burton.