

"Working with Bottomline always is a great experience. The team is easy going and very capable."

-Rolf Van Rijn
VP Information Technology
Red Diamond, Inc.



Red Diamond uses Bottomline Technologies to strengthen Microsoft Dynamics AX implementation.

Company Profile

Customer: Red Diamond, Inc.

Industry: Food & Beverage

Solutions Utilized: Transform AP, and Create!form for Microsoft Dynamics AX

Business Overview: With 108 years of coffee and tea excellence, Red Diamond serves customers with over 6,000 beverage and food service products. As their business continues to grow, so do their document and financial demands.

Solution Benefits

- Tight integration with Dynamics AX
- Increase efficiency and lower costs
- Improve workflow and exception process
- Better visibility to invoice status, audit history and reporting
- Improve PO match process



Challenge

In 1906, William Fitz Donovan searched for the perfect name to describe his savory new coffee. Since a red diamond is a jewel that's unsurpassed in quality, it was this name and standard he chose to follow. Nine decades and four generations later, Donovan Coffee Company, now known as Red Diamond, Inc., is one of the three oldest coffee and teas companies in the nation. The company serves customers with over 6,000 beverage and food service products. As their business continues to grow, so do their document automation demands.

Red Diamond handles 2,000 invoices monthly, most are received via mail. Additionally, they made the decision to implement a new ERP solution, Microsoft Dynamics AX. These are the two primary factors that drove the need for a document management output and AP automation solutions. Below are other key factors that shaped their decision making process.

Driving Factors

- **Visibility.** For entire AP processes, there has been a lack of knowledge for both the staff and management levels which has made it difficult to know invoice status.
- **Vendor relations.** Manual processes and associated issues created delays and inaccurate information when communicating with vendors.
- **Manual efforts.** Performing their three-way matching of PO-based invoices and tracking status of non-PO based invoices were very time consuming.
- **Paper reduction.** They kept seven years of records with years 2-7 being in remote storage, there were inefficiencies which needed to be addressed for ease of document retrieval.
- **Additional costs.** Increased vendor invoices were leading to an increase in AP staff if efficiencies and improvements were not implemented.
- **Vendor requirements.** Different document requirements depending on vendor.
- **Flexibility.** The need to create document designs quickly and easily.

Solution

Red Diamond was initially introduced to Bottomline Technologies when they were implementing Microsoft Dynamics AX. Bottomline's form solution came highly recommended to them as a part of the initial implementation to help reduce time and costs associated with going live with forms and branded documents.

In tandem, they were interviewing four vendors about automating their AP processes and ultimately chose Bottomline Technologies' Transform AP because of the tight Dynamics AX integration, their in-house SharePoint expertise, and clean, easy-to-use appearance. Transform AP bridges the gap in processing by bringing paper and electronic invoices into one system. Invoices are then processed through a highly visible AP system, with a nearly instantaneous approval process, and can be found on a moment's notice.

Results

Productivity has greatly improved for Red Diamond's finance and IT departments since onboarding Bottomline's document output and AP automation solutions, and organization has been restored to the AP department. Red Diamond has noted positive change in the following areas thanks to Bottomline's tightly integrated solutions for Dynamics AX:

- **Increased efficiency and lower costs.** The AP team is now able to do more and keep up with growing business demands and invoice flow.
- **Improved workflow and exception process.** Utilizing defined workflow rules, invoices are automatically routed to appropriate users for online approval, including mobile approvals.
- **Better visibility to invoice status, audit history and reporting.** With invoices scanned and available online, there is visibility to status of all invoices as well as accrual and productivity reporting.
- **Improved PO match process.** The 3-way match looks at the original PO, receiving document and invoice. Before, the team would look at 3 documents, but now the invoice gets scanned in, fingerprinted and matched up by Transform AP, reducing errors.
- **Personalization from vendor requirements.** Conditional logic drives personalized output and preferred delivery method to vendors and customers.

"Before automating, our AP Managers' desk was a disaster, and each Manager had to receive and comment on paper invoices. Now, with just a few clicks, invoices are routed and approved in a matter of minutes. This is a much better experience for the whole team."

*Rolf Van Rijn, VP Information Technology
Red Diamond, Inc.*

About Bottomline Technologies

Bottomline Technologies (NASDAQ: EPAY) provides cloud-based payment, invoice and banking solutions to corporations, financial institutions and banks around the world. The company's solutions are used to streamline, automate and manage processes involving payments, invoicing, global cash management, supply chain finance and transactional documents. Organizations trust Bottomline to meet their needs for cost reduction, competitive differentiation and optimization of working capital. Headquartered in the United States, Bottomline also maintains offices in Europe and Asia-Pacific. For more information, visit www.bottomline.com.



Corporate Headquarters

Portsmouth, NH 03801 USA
tel 1.800.472.1321, +1.603.436.0700
email info@bottomline.com

Europe, Middle East, Africa

Reading, Berkshire RG17 JX UK
tel +44.118.925.8250
email emea-info@bottomline.com

Asia-Pacific

Hawthorn East, VIC, 3123 Australia
tel +61.3.9824.6888
email ap_info@bottomline.com