Bottomline Technologies®

"We can now go into Dynamics & find invoice information in seconds vs. the previous method of searching through the dungeon of tubs. AP automation brings us security, approval, accountability, & accuracy. The right vendors are being paid because everyone is touching & approving it."

Kevin J. Eldredge, Executive Vice President
Corporate Affairs – Service Systems Associates, Inc.

SSA Cuts 40% of Paper Usage, Storage and Overnight Shipping Costs by Automating AP with Bottomline Technologies

Company Profile

Customer: Service Systems Associates, Inc.

Industry: Cultural Attraction Food Service & Retail

Solutions Utilized: Transform AP for SharePoint

Business Overview: Service Systems Associates (SSA) is an industry leading provider of visitor service amenities in U.S. Zoos, Museums, and Aquariums, serving over 27 million visitors annually.

On the Web: www.KMSSA.com

Solution Benefits

• Reduce manual efforts and paper usage

• Better visibility to invoice status, audit history and reporting

• Lower paper usage, storage and overnight shipping costs

Challenge

Service Systems Associates, Inc. (SSA) provides visitor service amenities (retail, daytime visitor dining, catering) in over 45 cultural attractions across the country. Their primary focus is on visitor services in Zoos, Aquariums and Museums.

With rapid growth—adding numerous SSA locations—with no new additions to the AP team, there was a lot of frustration with paper shuffling. 1.5 dedicated AP members were not enough to support 45 + branches with 3,500 monthly invoices to process. SSA is always looking for ways to improve efficiencies, flow of information, tracking, and other various aspects of the corporate office. An internal review determined that accounts payable invoices:

• Provide vast amounts of valuable information

• Require substantial human resources to process and manage

• Use consumable products such as paper, copier toner, and plastic storage containers

• Occupy valuable storage space throughout facilities across the country

This is one of the highest areas of processing that requires the most touches—about 8-10 touches per invoice—by employees with a high potential for lost, misfiled, misplaced or unauthorized submissions of invoices. As a result, AP automation was proposed to leverage existing systems, decrease paper usage and gain access to information and invoices in an online format vs. in file cabinets, boxes, or plastic storage containers.

SERVICE SYSTEMS ASSOCIATES
VISITOR SERVICES FOR CULTURAL ATTRACTIONS

Solution

The research process began with a trip to Microsoft Dynamics Convergence. The conference, designed for users of Dynamics accounting software, was a first for SSA since the implementation of Great Plains in 1994. To manage the accounts payable process, SSA originally created an Access front end, and used integration manager to bring in information from Microsoft Dynamics GP. Then they moved to a process where they opened up Dynamics GP to the field, and had them key in batches. Then the Accounting team would review, and post it all. This process was very paper and time intensive.

At Convergence, SSA was looking for a solution to automate AP processes. EDI seemed to be initial front runner, but failed to provide the "best fit" for SSA. Other options presented at Convergence, approached AP more from a document management system and less from an EDI solution.

SSA evaluated four other solutions and selected Bottomline Technologies' Transform AP after seeing the power of the solution live. Transform AP drives down the use and storage of paper, and automates the approval process to get invoices processed faster and easier.

Results

By leveraging AP automation technology, SSA has been able to do more with the same amount of resources while conservatively saving $15,000 annually—40% in associated paper expenses. SSA has tracked the following improvements thanks to Bottomline's tightly integrated solution for Dynamics GP:

Lower paper usage by 15%. Thanks to AP automation the team is now much more aware of the amount of paper handled. Duplicate copies are a thing of the past. SSA saves about $2,000 annually on the cost of paper.

Eliminated storage costs. SSA was able to completely eliminate physical storage costs, and no longer purchases storage tubs. They now have a heavy emphasis on recycling, saving a total of $5,000 annually in this area.

Decrease overnight shipping costs. Being able to better manage invoice status, and pay on time has drastically reduced the need to overnight payments. Through AP automation, SSA has cut their last minute shipping expense by 40% for an annual saving of $7,200.

> "Bottomline took away our fear of working with ISV solutions."
>
> *Kevin J. Eldredge*
> *Executive Vice President - Corporate Affairs*
> *Service Systems Associates, 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**.

Think *Green*
Think Bottomline

Bottomline Technologies®

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