



Case study

Stonegate Group

Key information

Customer:	Stonegate Group
Industry:	Hospitality
Location:	United Kingdom
Number of sites:	4,600
Revenue:	£1.27 billion
Employees:	4,700+
Business System:	Unit4 Coda Financials
Invoice volume:	150,000 per annum
Solution:	Automated Invoice Processing with DocuWare

Background

Originally formed in 2010 with 333 pubs, Stonegate Group is now the largest pub company in the UK. Following 12 major acquisitions, their vast portfolio is now home to over 4,500 hospitality venues, operating brands such as Slug and Lettuce, Yate's and Popworld.

Such rapid growth introduced operational pressures, particularly within the accounts payable function. As the business continued to scale, the volume of supplier invoices received by the finance team increased exponentially to over 150,000 document per annum. Manual processes demanded incredible time and resource, until the team identified that they would need to leverage automation to keep pace.

Challenges

Stonegate needed to centralise and standardise processing across their vast network of venues. Invoices were often received locally to site locations, leading to processing delays and impeding timely approvals.

Lost documents, lack of visibility and human error risked late payments, posing significant threat to supplier relationships and the overall health of their supply chain.

Valuable time and resource within the finance team was being lost to manual activities. Hundreds of hours were being spent physically keying invoices onto Unit4 Coda Financials, leaving no free time for strategic tasks.

Requirements

ELITE thoroughly assessed Stonegate Group's challenges and collaboratively established the criteria that would define the project's success:

- Seamlessly integrate with Unit4 Coda Financials
- Centralise and standardise processing across all locations
- Remove reliance on paper and printing
- Eliminate the manual input of supplier invoices
- Improve visibility and reporting across the AP process
- Reduce processing delays and ensure timely approvals
- Enhance accuracy and reduce human error.
- Strengthen supplier relationships by enabling timely payments.



The Solution

ELITE proposed DocuWare Cloud to automate and streamline Stonegate's accounts payable processes.

Invoices received by scan and e-mail would be captured by DocuWare's **Intelligent Indexing** feature. Invoice data would be accurately extracted and eliminate the need for any physical input into Coda.

DocuWare's **Workflow** would 3-way match PO-related invoices; with successful matches automatically validating and posting to Coda without human intervention. Unmatched invoices would be directed via an exception workflow for user review. Once resolved, they too will flow through to Coda.



Non-PO invoices would be coded and automatically distributed to the correct approvers, with AP gaining full visibility across the process.

Remote approvals would be enabled via DocuWare **Mobile**, and automatic reminders and escalations would ensure timely processing.

All documents would be indexed and securely stored within DocuWare, eliminating the risk of lost invoices and giving the finance team instant access to the information they need.

The integration with Coda would include the exchange of reference data for vendor and PO validation, invoice posting and URLs for invoice images to be accessed from the ERP.

Outcomes

The implementation of DocuWare brought about significant improvements for Stonegate Group, addressing their operational challenges and delivering tangible benefits across their accounts payable processes:

- **Increased efficiency:** Automated processing reduced manual input, saving hundreds of hours per annum
- **Enhanced visibility:** Centralised processing and reporting capabilities gave the finance team full process transparency
- **Improved processing times:** Automatic workflow, approval reminders and notifications greatly accelerated the invoice cycle
- **Scalability:** DocuWare enabled Stonegate to grow without proportionally increasing headcount



Who we are

ELITE Document Solutions are the **UK's 1# DocuWare partner**, maintaining our prestigious Diamond Member and Platinum Partner status for over a decade.

We help organisations leverage the power of workflow automation to transform manual business processes; saving time, reducing operational costs and improving efficiency.

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