

Service and Distribution Company Automates Their Invoice Process with SharePoint and Ephesoft

Summary

DH Pace is a national company that has been providing door, dock and door related products and services to home and business owners since 1926. They have more than 2,200 employees in 45 locations with a fleet of more than 1,200 vehicles and are available to help customers install, maintain, and service all types of door, dock and access control systems. DH Pace looked to Zia Consulting and Ephesoft to help them streamline their accounts payable process and better utilize their existing SharePoint platform.

The Challenge

Each month, DH Pace processed thousands of invoices from hundreds of vendors, each with varying formats. This required laborious data entry by DH Pace employees. Additionally, they were manually classifying and indexing documents which was prone to human error. They needed a way to streamline their processes, improve quality, improve customer satisfaction, and increase efficiency.



DH PACE[®]
Everything Doors Since 1926

Customer

DH Pace

Partner

Zia Consulting

Use Case

Accounts Payable

Industry

Service and Distribution

Results

- Processing 1000s of invoices from hundreds of vendors
- Improved customer satisfaction, quality and efficiency
- Reduced errors and processing time
- Added new 2 new departments to the solution in 11 weeks



The Strategy

As a client of Zia Consulting, a platinum level Ephesoft partner, DH Pace received help with automation to create a more efficient accounts payable process. After a discovery meeting, Zia Consulting recommended they implement the Ephesoft Smart Capture® platform to automate their invoice processing. Ephesoft’s smart document capture system is powered by supervised machine-learning technology that ingests, classifies, extracts, validates, and exports metadata. DH Pace integrated Ephesoft with their existing Microsoft SharePoint platform for straight through processing, passing data directly into their content management system.

“SharePoint has helped us speed up internal workflow processes in a variety of ways—including document management, contract approval, and building/system maintenance. With SharePoint as our content management system, we can easily assign individual tasks to users, design approval levels around document types, and easily report on the details of each. SharePoint has helped make our organization more efficient,” stated Robbie Carlson, business analyst at DH Pace.

The Results

The total solution reduced errors and expedited processing time. Zia Consulting is currently in the process of automating two additional departments within accounts payable. These new batch classes will process an additional 1,000 invoices per month. It will take Zia just 11 weeks to implement the project. DH Pace has been a client of Ephesoft since 2012.

Kevin Dunn, assistant director of process improvement commented, “Ephesoft and Zia provided a solution that was all-inclusive at a single price and gave us the flexibility we needed...without worrying about the extra costs.”

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— Kevin Dunn, Assistant Director of Process Improvement at DH Pace



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