

Xperience Restaurant Group

Rapidly Automates Invoice Processing and Keeps Business Cooking with TrueCommerce OneTime Supplier Enablement



OBJECTIVE

- Improve operational efficiency, save time, cut costs and reduce errors by eliminating the need to manually process thousands of supplier invoices per week

SOLUTION

- Integrate the TrueCommerce OneTime supplier enablement managed service with Oracle Fusion cloud-based ERP for automated invoice processing

BENEFITS

More Connected. More Supported. More Prepared for What's Next.

- Completely automates invoice processing with XRG's largest suppliers, replacing an ad hoc, manual workflow
- Imports invoices directly into the Oracle Fusion Accounts Payable module
- Rapid ROI—the solution easily paid for itself within the first year

BACKGROUND

"The Authority in Mexican Cuisine" since 1954, Xperience Restaurant Group currently operates 57 full-service Mexican restaurants and contemporary taquerias across the US under seven brands, including EL Torito, Chevys and Acapulco. While proud of their heritage and their long-time commitment to the highest casual dining standards, XRG is also committed to innovation and creativity in embracing today's business challenges.

Like many businesses, XRG seeks to streamline operational processes to improve efficiency through automation and ad hoc effort reduction. In 2017, the company moved from an outsourced ERP solution to an in-house Oracle Fusion implementation. They decided to further leverage this cost-saving opportunity by automating invoicing with their largest suppliers using integrated EDI.

MORE CONNECTED: AUTOMATED EDI AND MANAGED RELATIONSHIPS WITH ALL MAJOR SUPPLIERS

According to Brad Fisher, Vice President of Information Technology, "We wanted to go from zero EDI to trading via EDI with all our biggest vendors, so we could eliminate the manual data entry associated with thousands of invoices a week."

Mr. Fisher's previous positive TrueCommerce experience made the decision easier.

"I'd used TrueCommerce EDI at a former employer, so I reached out to TrueCommerce for a quote along with several other EDI vendors," Mr. Fisher recalls. "But TrueCommerce offered much more than just EDI."

For companies like XRG that want to automate invoicing with suppliers, but lack in-house expertise and resources to onboard suppliers, manage supplier relationships and maintain an EDI environment, TrueCommerce provides the OneTime supplier enablement managed service. This unique, cost-effective offering makes transacting EDI with suppliers completely "no-touch" for the customer—and equally easy for their suppliers as well.

A managed service desk proactively monitors the flow of transactions, and handles all questions and issues suppliers might have. OneTime even includes a portal that can ingest data in a variety of formats from smaller suppliers that are not good candidates for using EDI themselves.

For XRG, a combination of factors were at play: total cost, lead time, and the ability to meet an "aggressive" implementation schedule that overlapped with the company's business system changeover. Based on the criteria, XRG chose TrueCommerce OneTime, integrated with its Oracle Fusion ERP.

MORE PREPARED FOR WHAT'S NEXT: STREAMLINED INVOICE PROCESSING DRIVES ONGOING AUTOMATION

XRG completed the OneTime rollout and onboarding of key suppliers in just three months, and went live with the solution in August 2017.

"Now the TrueCommerce OneTime team coordinates with vendors to meet our EDI requirements, the vendors send EDI transactions and the system maps them to a form that imports directly into our Accounts Payable module in Oracle Fusion—it couldn't be simpler," explains



Mr. Fisher. "The process is totally hands-off on our end and requires almost no IT or business resources."

No special staff training was necessary.

"Not even my developers need to know anything about EDI," Mr. Fisher emphasizes.

Now that XRG is doing business via OneTime with its eight largest suppliers, including Sysco Foods, Harbor Distribution and Staples, they plan to take advantage of the portal's feature to enable smaller suppliers to submit invoices electronically as well.

MORE SUPPORTED: WITH A MANAGED SERVICE THAT DELIVERS STRONG ROI AND STRATEGIC ADVANTAGE

From implementation and rollout to supplier onboarding to ongoing supplier management, the OneTime managed service has met Mr. Fisher's high expectations. Unlike a traditional "break-fix" support experience, the focus is on preventing issues before they disrupt business processes.

"We had a very smooth implementation and I've been very happy with our support experience," notes Mr. Fisher. "TrueCommerce has made things very simple for us."

The solution has also elevated XRG's bottom line.

"With all those invoices going straight into our AP module with no manual data entry, we're saving the cost of at least one full-time employee in our AP department," Mr. Fisher asserts.

The OneTime managed service also confers strategic benefits like faster access to financial data for improved decision-making.

"When we were outsourcing ERP, our vendors would just email us invoices in whatever formats they could output from their systems—there was no standardization whatsoever," Mr. Fisher points out. "OneTime inherently creates standardization that enables us to properly insert all that data directly into our financials, so it is available to the business faster and is also more accurate."

The ROI was fast and tangible.

"TrueCommerce OneTime paid for itself within the first year, just in headcount savings alone," relates Mr. Fisher. "I would highly recommend the OneTime solution to businesses with needs similar to ours."

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Brad Fisher

Vice President of
Information Technology,
Xperience Restaurant Group

ABOUT TRUECOMMERCE

TrueCommerce is the most complete way to integrate your business across the supply chain, integrating everything from EDI to inventory management, to fulfillment, to digital storefronts and marketplaces, to your business system and to whatever comes next. That's why thousands of companies across various industries rely on us.

TrueCommerce.
Do business in every direction.

THE TRUECOMMERCE TEAM IS HERE TO HELP!

If you have any questions regarding TrueCommerce, or how our solutions apply to your business, our passionate, customer focused team is here for you.

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