

Hospitality management company serves up 5-star employee experience, offering easier accounting workflow processes to remote employees - facilitated by cloud automation software.



Emilia O'Brien, Accounting Manager **Culinaire International**

"Our field people are Operation Managers dealing with kitchens, clients and keeping a restaurant in sync. DocuWare alleviated my concern of putting an added burden on these managers. This solution makes scanning fast and easy and helped our employees embrace the new process."



Location: USA
Industry sector: Hospitality Management
Deployment: Cloud
Department: Finance / HR

Culinaire International is a hospitality management company that partners with hotels, venues and restaurants to manage food service and catering operations.

Hospitality management company, Culinaire, implemented DocuWare Cloud to streamline accounting documents from 30 remote sites. Today, documents are scanned, automatically indexed and uploaded, providing the corporate accounting office with real-time access to information and reducing document processing costs dramatically. Personnel files are also stored in DocuWare for secure long-term retention.

Culinaire International partners with hotels, venues and restaurants to manage food service and catering operations. Culinaire manages the day-to-day operations of the food service side of a business, such as a restaurant inside a hotel or cafe at a museum. They also provide management assistance as needed by their clients.

Headquartered in Texas, Culinaire operates in 17 states and employs 1,800-2,000 people.

Culinaire's central accounting office had a large volume of paper flowing through their department. Each remote location was sending a weekly FedEx package with copies of accounts receivable and accounts payable documents for processing. The company recognized their

workflow was inefficient and began looking for ways to cut down their paper flow. After evaluating outsourcing accounting functions or finding a basic digital document repository, Culinaire realized what they really wanted was a more robust solution that had search functionality, optical character recognition (OCR), digital workflow, and the ability to automate indexing and eliminate paper filing.

Culinaire choose to implement DocuWare Cloud because of its functionality, flexibility, ease-of-use and affordability.

Emilia O'Brien traveled to each location to set up a pre-programmed Scanmate i1150 Kodak scanner and train employees. Remote employees log into Culinaire's accounting portal daily, input all the sales from each day, and then print a report. The report is used as a cover page for a batch of "back-up" documents which are then scanned using a pre-programmed scan option that corresponds to an import job for each document type. The scan job is saved to a local folder and the remote employee can move on to other tasks. A desktop app works in the background to monitor the folder and upload and import the documents into the AR cabinet with all the fields already indexed. The corporate office then reviews the information and posts it to the accounting system.

"Implementing a cloud system was the quickest way to get something in place and have it be as seamless and easy to use as possible."

"Our CFO, Buz LaFrano loves DocuWare and has been instrumental in getting other managers and employees to embrace DocuWare. Cost savings and increased visibility are the main reasons we are so excited about this solution."

Limited data entry, automated indexing and uploading have streamlined the flow of information, speeding up the accounting process.

Today, FedEx packages are a thing of the past and so are substantial fees. The visibility of information changed dramatically for the accounting office - instead of waiting one week, sales documents can now be viewed that very same day. Digital transparency helps the accounting staff get documents through the approval and closing processes avoiding information bottlenecks. DocuWare helped Culinaire reduce its costs, achieving a faster Return on Investment.

Seeing the benefits in their accounting department motivated other teams as well. DocuWare has expanded to the Human Resources department to store personnel files.

The company is now fine tuning this application and just rolled out an on-boarding process using DocuWare Forms—with the goal of simplifying the process for new hires as well as staffers. The company file room now has only empty cabinets and is ready to be repurposed into more offices or another flexible space.

"We chose to implement DocuWare Cloud to avoid taxing our internal IT staff and quickly deploy and implement the solution to the corporate office as well as 30 remote locations."

