



Sceris Case Study - TRC Companies, Inc.

A/P INVOICE PROCESSING AUTOMATION & WORKFLOW SOLUTION ACCELERATES A/R BILLING

First-year Cost Savings in Excess of \$1,000,000 While Improving Financial Controls

CUSTOMER PROFILE - TRC COMPANIES, INC.

Website
www.trcsolutions.com

Revenue
\$707M

ScerIS Solution
A/P Invoice Management

ScerIS Platforms
ETCETERA® EPM - Enterprise Process Management
ETCETERA® ECM - Enterprise Content Management

ScerIS Products
Invoice Scanning and Importing
Rules-based Data Capture
Content Repository
Workflow with Notifications and Escalations
Automated Data Conversion, Validation & Posting
Host Interface - Deltek Vision

ScerIS Services
AUI Creation
Workflow Development

TRC, a pioneer in ground-breaking scientific and engineering developments since 1969, located in Windsor, CT, is a national engineering services, and construction management firm in the power, infrastructure and oil and gas markets serving as a tech-enabled consulting firm.

With an 6,000 person workforce spanning 70 offices throughout the United States, TRC serves a broad range of clients in government and industry implementing complex projects from initial concept to delivery and operation.

TRC provides services in power delivery, engineering, procurement and construction as well as infrastructure design and construction management. TRC is a dominant force in the energy, environmental and infrastructure markets.

TRC's experts are currently addressing some of our nation's most challenging issues, such as global climate change and energy independence. ScerIS is a trusted partner in the delivery of solutions for TRC.

THE CHALLENGE

With 500-700 active projects at any one time, managing the Accounts Receivable (A/R) billing process actually starts with processing Accounts Payable (A/P) invoices. Each project has budgeted spending in the form of project phases and tasks with each assigned to a general ledger account. The receipt of vendor invoices needed to be applied to project accounting by TRC's business rules so that those costs could be passed through to clients where appropriate. Field project managers received vendor invoices but were challenged by their workload to attend to and process these invoices in a timely manner, delaying the assignment of invoices to the project and pass-through of costs to their client. Invoices were reviewed against the project budgets and required a review of general ledger coding. Changes were possible to codes applied to projects as project phases closed due to completion of work or depletion of phase or task budgeted amounts.

Invoices, once reviewed and coded by field project personnel, were sent (via USPS, UPS or FedEx) to A/P. The time delays in receiving invoices at corporate A/P in Connecticut meant lost discount opportunities, many vendor calls for payment status, lost invoices that never made it from the field to A/P, delayed cost recovery and invoice payments that resulted in late fees. Until the invoices were received, A/P had no knowledge of the liability.

All these factors, taken together, resulted in poor cash requirements forecasting, month-end accrual inaccuracies, affected credit availability and principally cash flow, the heartbeat of any organization.

THE SOLUTION

The centralization of A/P at corporate headquarters required all vendors to send or e-mail their invoices to corporate which then enabled the tracking of all known obligations to vendors from the time of receipt of the invoice. Corporate A/P manages the scanning or e-mail import of invoices, assignment of invoices to a project manager's work queue, reviews work-in-process and invokes escalation procedures as necessary to achieve their goals of:

- Improved cash flow.
- Predictable payments benefiting from cash discounts.
- Elimination of lost or unsubmitted invoices.
- Achieving compliance goals.

The implementation of a ETCETERA® ECM (Enterprise Content Management) and ETCETERA® EPM (Enterprise Process Management) along with automated data capture, allowed TRC to automate the processing of invoices, assign them appropriately to approvers for G/L coding review and manage all transactions for accelerated revenue recognition.

THE PROJECT

ETCETERA® ECM, EPM & Dynamic Data Capture for Automated Invoice Processing

The implementation of ETCETERA® ECM (Enterprise Content Management) and EPM (Enterprise Process Management) along with dynamic data capture provides the foundation for optimizing the invoice processing methods at TRC.

The solution processes paper invoices, invoices received by e-mail, T&E's and receipts (from Concur), online vendors and excel fi (received from some high-volume vendors). ETCETERA® ECM's Pack 'N GO feature packages invoice images for cross-through billings to clients.

All invoices are processed in a dynamic, automated environment utilizing a rules-based data capture solution with data validations to TRC's purchasing and vendor master tables. This automation allows TRC to completely process invoices eight times faster than before.

Invoice data is automatically compared to open project data from their ERP, Deltek Vision through views provided by TRC. This facilitates placement of the vendor invoice into a project manager's work queue for payment approval and project coding review which is performed by the project manager or their delegate(s).

Upon invoice approval, posting files are created for Vision. Invoices and the final state of their approval and coding, along with supporting documentation, are stored digitally in ETCETERA® ECM. Robust search capabilities enable project spending reviews and provide supporting documentation for cross billings to clients.

A/P invoices for clients that require substantiation of billings are now available at the desktop with the click of a mouse in the home office or at any TRC location worldwide. ETCETERA® ECM also allowed TRC to examine totals spent with vendors and negotiate better prices based upon their purchase levels.

Since TRC's A/P staff were no longer manually entering invoices into their system, A/P staff members time was reassigned to greater value-added work, like reconciliation of statements, tracking down missing invoices and vendor relations.

"We needed a way to gain control of invoice processing that would reduce our costs, improve our processes and allow our people to perform their responsibilities without unnecessary interference.

That has been accomplished with ScerIS, who continues to suggest ways to further increase our effectiveness and leverage the investments we've made in Accounts Payable across the enterprise."

- Accounts Payable Manager, TRC Companies, Inc.

THE SOLUTION

In the first year of operation of the A/P solution, TRC identified cost-savings in excess of \$1,000,000. Those savings came from reduced borrowing costs, effective discount exploitation, cash flow improvements, head count reallocation (reduced head count in A/P by 8) and meeting a number of compliance objectives. Return on investment for the implementation was achieved at just over 9 months.

With acquisitions made, further headcount reductions, and improved billings processes, annual cost savings have reached approximately \$4,000,000.

With the implementation of the invoice approval interface, TRC provided the tools to their managers to approve invoices, code them appropriately and do so from any place in the world. That fact alone has improved productivity, created a best practices approach while allowing TRC to comply with all oversight requirements.

THE FUTURE

The ETCETERA® Platform for Business Process Optimizations can be used throughout and across the enterprise. TRC is currently undergoing a vendor portal for invoice submission and payment status as well as implementation of a work process solution to manage contract and subcontractor agreements from submission through negotiation and finalization, providing risk management input and access by both A/R and A/P departments who require access to the data in-order-to determine the rules of engagement.

THE PAYOFF

- Elimination of lost invoices
- Reduced borrowing costs
- Enhanced credit-worthiness
- Effective discount exploitation
- Accurate accruals
- Cash flow Improvements
- Re-allocation of filing and billing personnel to greater value-added work
- Met compliance objectives
- Improved customer relations
- First year savings in excess of \$1,000,000
- ROI achieved in just over 9 months



About ScerIS, Inc.

ScerIS is a resource to its customers for Big Impact solutions and services. Founded in 1993, the company's focus is to help customers retool business processes, automate people centric work, improve workforce productivity and utilize key performance indicators that help position them for increased profitability.

ScerIS is a resource to its customers in healthcare, financial services, business and government. Serving 16 major markets and over 100 industries, ScerIS provides Business Process Improvement Solutions, Business Intelligence Reporting and Data Analytics Tools, Mobile Workforce Solutions, Custom System Design, Implementation Services & Business Process Outsourcing.

ScerIS is the software developer of ETCETERA®, the platform for business process improvement, content management, business intelligence and data analysis. ScerIS also provides Managed Cloud Services, Professional Services and Outsourced Services rounding out its value to customers.



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