

Glazer's

Wine & spirits distributor replaces LibertyNet to drive out costs

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– Sarah Stoddard, Manager
Financial Information Services, Glazer

The Challenges

- Multiple copies of the same document existed across locations
- Couldn't innovate in response to market or compliance changes
- Sending document to field agents could get "stuck" in transmission

The Results

- Ensures the most accurate document is always available
- Empowers teams to quickly improve their AP processes
- Increases accountability and reduces AP issues

The Customer

The Glazer's Family of Companies may be family-owned and operated, but that doesn't mean it's small. Founded in 1909, and located in Dallas, Glazer's is one of the country's largest distributors of alcoholic beverages.

The Challenges

Glazer's used LibertyNet, a document management software package, to store and retrieve electronic images of documents. LibertyNet was easy to install at Glazer's corporate and branch offices, but each location had its own separate system. There were multiple systems to maintain, and there was no easy way to share documents across locations, so tracking revisions was difficult. In addition, making changes and improvements to these systems was not easy.

The Journey

The distributor wanted to find an enterprise solution but its infrastructure needed an upgrade first. Leaders methodically began making improvements and replacing servers. Then, Hyland Software purchased Liberty IMS, the developer of LibertyNet. When Glazer's reseller, DocUnited, became an Authorized OnBase Reseller, Glazer's was ready for a new solution.

The Solution

"Our LibertyNet system handled our needs but it was departmental," says Sarah Stoddard, Manager of Financial Information Services. "We wanted an enterprise solution that would let us continue to be innovative and grow with us. That's why OnBase works so well."

Before OnBase, Stoddard was responsible for installing and maintaining LibertyNet at each branch location that deployed the product. Now, with just one system to maintain, the company can focus on process improvements instead of upkeep.

Solution eliminates duplicate documents and provides more accurate answers

"There was no easy way to share documents between branches," says Stoddard of Glazer's LibertyNet solution. "We traded a lot of documents back and forth, so it was easy to mistake which was the most recent and accurate."

“Our branch offices love that they never have to leave their accounting software to find the documents they need.”

– Sarah Stoddard

When dealing with financial documents – like invoices – this is a big deal. Now, OnBase makes it even easier to find and open an invoice when it’s immediately needed. Staff simply click a button right from their financial accounting software to immediately access the document they need.

“Our branch offices love that they never have to leave their accounting software to find the documents they need,” says Stoddard. “When a state auditor calls, you want to be able to answer them accurately right then and there.”

Workflow makes for faster processes, increases accountability

But Glazer’s doesn’t use OnBase just for document retrieval. “We use automated workflows in the field to help us track shipments and simplify communication between our warehouse staff and accounting,” says Stoddard.

Instead of relying on paper processes to send invoices and notes between delivery drivers, warehouse staff and accounting teams, Glazer’s use OnBase. Accounting staff tracks information from each delivery driver and can see all related information in a single view. This makes it easier to solve discrepancies – and receive full payment – fast.

Distributor avoids stagnated processes, focuses on improvement

With plans to use OnBase at all branches, Glazer’s has already started thinking about process improvement. One of the first projects on the distributor’s agenda is to find a way to eliminate the number of paper forms the company consumes. Combining OnBase E-forms and Workflow will help them do this. “We’ve had enhancement ideas for years,” says Stoddard. “Now we can put them in place and roll them out to other branches faster with OnBase.”

Why OnBase?

There are a lot of document management and enterprise content management systems out there that can “just get the job done.” But if you want to be a market leader, you need a solution that delivers accuracy and promotes innovation – that’s OnBase.

- Ensures that employees are looking at the most current, complete and accurate documents
- Gives teams power to improve their business processes quickly and easily
- Speeds up and increases accountability for Accounting processes

time to make a difference.

Get more information out of existing business applications. Reduce, even eliminate, wasteful, redundant tasks. Now you can spend your time on the things that really matter. That’s effective document and process management.

That’s the OnBase difference.

Learn more at Hyland.com/foodandbev

OnBase
a Hyland Software solution