



Case Study | Food and Beverage | Berner Food, Inc.

ECM increases cash flow by \$1.5 million for food and beverage company

Customer

Berner Food, Inc.

Size

300 employees
\$74.83M sales

Location

Dakota, IL

OnBase Integrations

Enterprise resource planning software

Departments Using OnBase

Accounts Payable
Accounts Receivable
Quality
Procurement
Maintenance
Warehouse
Sales
Compliance

The Challenge

Paper was a problem for Berner Food, Inc. It had outgrown its storage space and sharing documents across the company's multiple locations was slow and cumbersome. Manually filing and retrieving information cost staff valuable time.

Berner needed a solution that would integrate with the company's existing enterprise resource planning (ERP) application without expensive custom coding. It also wanted a solution that could scale across the entire company.

Berner chose OnBase® by Hyland.

The Solution

Working with authorized OnBase solution provider, Harvest Technology Group, Berner initially implemented the OnBase enterprise content management (ECM) solution in its Accounts Payable (AP) department. It only took about three weeks to implement the solution and Berner realized a complete return on its investment in only six and a half months.

Since then, Berner has expanded OnBase across the organization, eliminating paper and automating processes to improve efficiency and productivity enterprise wide.

"Physical files limited us to only searching in chronological order. With OnBase, authorized users at all five of our facilities can quickly search multiple criteria – invoice number, vendor name, any keyword they know," said Pam Gesin, senior program analyst. "Not only is it much easier to find what we need, but staff don't have to wait for information because it can be viewed by many people at the same time."

“We save \$125,000 each year with OnBase in labor and operating costs. Our days sales outstanding fell from 38 days to 32. At \$250,000 per day, it nets a \$1.5 million gain in cash flow.”

– Troy Grove, CIO, Berner Food, Inc.

The Difference

Finance saves \$125,000 per year: AP staff no longer manually sort and file documents. With documents automatically matched and quickly retrievable, Berner saves \$106,000 in labor costs, and another \$19,000 on operational costs, such as paper, toner and storage.

“We save \$125,000 each year with OnBase,” said Troy Grove, chief information officer at Berner.

Decreases DSO and increases cash flow: Once information is imported or scanned into OnBase, OnBase completes a three-way match process so that when Berner generates a check, it’s automatically associated with the related documents.

“Our days sales outstanding [DSO] fell from 38 days to 32,” Grove said. “At \$250,000 per day, it nets a \$1.5 million gain in cash flow.”

Berner now has more options to reduce days payable outstanding (DPO), taking advantage of early pay discounts and avoiding any late-pay penalties.

Provides first-call resolution: With OnBase, the information AP clerks need to answer questions is all in one place and accessible from their computer, improving vendor service and relationships. It also frees up AP staff to spend more time on higher-value tasks such as processing and resolving exceptions.

Reduces dependence on IT: Because it is easy to administer, OnBase keeps Gesin’s team focused on making enhancements to business processes.

“OnBase is a win-win for both the IT and business sides of the house,” Gesin said. “The departments use OnBase on a daily basis to make their jobs easier and it’s the kind of system that I don’t have to worry about because it just runs.”

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