Company: Wenger Corporation

ERP: Infor

For over 70 years, Wenger Corporation has been providing innovative, high-quality products and solutions for music and theatre education, performance, and athletic equipment storage and transport.

Wenger Corporation is a long time Infor ERP user. Like many companies, recession recovery proved challenging and forced the company to identify areas of cost savings. What they found was that much could be saved by going paperless, and searched for an automated document imaging solution suitable for departmental expansion throughout their organization.

The Challange

Wenger was looking to streamline their Purchase to Pay process. Overall, the goal was to reduce the time and effort of getting invoices paid. In the Accounting area at Wenger, invoices were all paper. If the invoice came in an electronic format, it was printed. This paper intensive process made it difficult to find, route and organize each associated with every order.

Wenger used an internal mail service to send all of their paper invoices to Accounting, and the approval process was a very time intensive task. Their methods were not easy or efficient -- those invoices without purchase orders were routed from Accounting to an approving manager via internal mail, reviewed/approved by the manager, and finally routed back to Accounting again by internal mail. Purchase order invoices were manually matched to the receiver's invoice.

The Consensus

Wenger chose to implement IntelliChief as the enterprise content management (ECM) solution for this very manual and inefficient Purchase to Pay process. Since adding IntelliChief, the amount of time it takes to get an invoice approved and returned to the Accounting department for payment has been significantly reduced.

All invoices are captured, electronically formatted, entered into IntelliChief and indexed by the Administrative Services department. Wenger assigns each vendor a default approving manager. The invoices that are non-PO are automatically routed to the approving manager via IntelliChief's automated workflow, eliminating (literal) steps from their previous manual routing process. PO invoices are placed in a "To Be Matched" inbox, and IntelliChief moves the PO invoices to be paid when a receiver matches the PO invoice.

"As an unexpected benefit, because we implemented IntelliChief, we were able to handle existing workloads and avoided the need to hire or shift additional resources to AP," stated Joe Lutterman, IT Director at Wenger.

IntelliChief ECM's integration with their Infor ERP provided tandem visibility, to *assure payment accuracy, receive their contractual timely payment discounts, and avoid late payment penalties*.

Paperless Prosperity

Now that Wenger Corporation has IntelliChief ECM, all incoming invoices whether received via fax, email or mail are available electronically from the system, accessible via desktop or mobile device. The goal for Wenger is to bring their company completely paperless. **After a successful implementation in the Accounts Payable process, Wenger looks forward to utilizing IntelliChief to automate their Order-to-Cash process to improve time-to-market and cash flow.**

Complete Connection

A crucial component of Wenger's selection of IntelliChief is its **ability to connect with any ERP or line of business system utilized throughout the company**. This will provide Wegner flexibility to utilize ECM in any department of their business they discover advantageous, to move them increasingly closer to paperless process management's cost savings multiplier.

IntelliChief's seamless system integration is what differentiated from other document management solutions. With IntelliChief, Wegner's staff are able to capture, create, store, index, search, retrieve and distribute documents directly from any business system without leaving their desks, digging through filing cabinets or sourcing off-site storage for needed documentation.

Why Wenger Chose IntelliChief

Eliminate Expenses – It costs $32 more to manually process an invoice versus using an electronic document management system.

Reduce Processing Time – 23 days more are needed to process an invoice if relying on paper vs. ECM's automation.

Capture Emailed Documentation Easily – Another benefit of having IntelliChief is the ease of automated capture of emailed documents (both body contents and attachments). Without it, when invoices are emailed to the Accounts Payable department, the process involves printing and organizing all of them before they're able to be processed.

Archive Simply – IntelliChief's Print Capture function enables users to electronically archive and prepare any document for workflow, simply by selecting the 'File-Print to IntelliChief' feature.

Convenient 3-Way Matching – For Accounts Payables' 3-way matching processing before an invoice is paid, Wenger's staff utilize a two-monitors desktop configuration, enabling them to see both the original purchase order created in Infor, with the vendor invoice captured by IntelliChief, simultaneously.

Automate Invoice Routing Workflow – When processing expense invoices that require approval, the old method relied on manually faxing or mailing the original invoice to the appropriate manager for approval, a process that took days. Using IntelliChief's workflow to automate routing, the process is completed in minutes. Not only are invoice approvals processed quicker, but it is easier to track where they are and if there are any delays (***IntelliChief ECM's visibility advantage***).

Contact IntelliChief Today

To learn more about how Wenger and other organizations are utilizing IntelliChief and realizing impactful benefits, contact us today:

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