

Case Study: Automating Workflow Improves Cash Flow



Company: Flavorchem

Growth stories are always inspirational. The appeal in their how-to's we all seek to emulate.

Downers Grove, IL-based Flavorchem Corporation is a privately-held business that has exhibited consistent annual revenue growth and have expanded their personnel base by over 34% in the last five years. Their business plan's commitment to strategically increasing market share through sound investment in employees, facilities and technology has proved successful.

With manufacturing and distribution facilities in the US and Europe, and regional offices globally, they've displayed dizzying product development depth spanning flavorings, colorings, sweetener and nutritional compounds in seemingly every consumable product category in existence.

Flavorchem's 34% personnel base growth during the past five years is, ironically, rooted in automation. While increasing their headcount, they did so smartly by investing in people where the brainpower was needed, while simultaneously adding automation to areas that made sense.

People and automation mutually exclusive? Not to their thinking.

Accessible Accounting

Flavorchem's move from manual to automated document management and workflow began around the time they commenced ramping-up staffing. From their success story, this probably isn't a coincidence. After surveying the enterprise content management marketplace, the company selected IntelliChief, based on the system's integration ability with their ERP, coupled with IntelliChief's depth of knowledge of manufacturing environment workflows, and began document management automation in their **Accounts Payable** department. "We noticed an increasing number of companies going paperless, and calculated it would be a wise move for us," commented Erica Salgado, Flavorchem's Staff Accountant. **"It's proved to be – IntelliChief has saved us considerable resource time over our previous manual processes way of running our business, both in the AP department and in all others throughout the company utilizing the system."**

In AP, 500 transactions are processed daily, typically a 50/50 split of purchase order and non-purchase order activities. "Having the ability to capture and organize all payables documentation through automation simplifies everything," highlighted Salgado. "It's a more efficient, cost-saving way to process."

"Automating our workflow with IntelliChief has provided us the ability to map our goals and targets, with visibility to processing status of daily tasks," stated Salgado. **"This has provided us a phenomenal advantage with reviews and approvals, and with our cash flow management."**

Paper's lifecycles are now able to come to an end. Once the mandatory storage window has closed, the files are off to recycling, while a digital copy is kept in ERP-IntelliChief archive. "We have paper storage both in-office and off-site in our warehouses," mentioned Salgado. "Freeing the space is allowing valuable square footage to be utilized more profitably."

Adding Productivity to Production

Witnessing the benefits of IntelliChief with Accounts Payable, interdepartmental expansion was Flavorchem's next move.

IntelliChief also enabled the **Production** department to collectively assemble all documentation per project within the system, allowing access and real-time visibility with cross-departmental workflow of every project. It also facilitated an archive of each projects' details, accessible for future jobs.

Extending Production's usage, IntelliChief provided **Quality Control** provision to manage work order documents electronically, enabling on-demand access of all records per project as needed. "The Production and Quality Control groups together have benefitted from tandem use of IntelliChief; it continually helped with project organization and oversight," commented Salgado. **"Maintaining all project records together in a single repository, with automated workflow among those involved with each project, has simplified communications and enhanced delivery times notably."**

The **Distribution** department was a natural next-step of Flavorchem's IntelliChief usage. Shipping and Receiving documentation is electronically captured at each logistic location, where it is routed through the system to either AP for matching and payment, or **Customer Service** for collection and archival with other information of each order. With both capacities, **"workflow automation facilitates a welcomed reduction of footwork by our staff – all documentation is accounted for and routed where it needs to be,"** added Salgado.



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Assisted Audits - Accounting and Regulatory Affairs

Within Flavorchem's highly regulated environment, internal and independent audits occur with regularity. They saw this as an opportunity to reduce time and cost of these activities by establishing an auditing workstation on-site, where auditors have searchable access to any documentation they require via IntelliChief's archive. This added organization to audits, eliminating the need to physically source documents from a file cabinet or warehouse in some corner of the world. "Single-point access had been an immense help with both **Accounting** and **Regulatory Affairs** audits; the time savings – both with auditors and our staff – is greatly reduced," relayed Salgado.

In addition to audits, Flavorchem's Regulatory Affairs department has added IntelliChief for a safe, updating repository for all product and procedure information related to their governing Food and Drug Administration regulations.

Supporting Cast

A rarity amongst business software companies is one with reliably helpful Technical Support. IntelliChief has proven to be an exception. "They're excellent," Salgado conveyed enthusiastically. "I can count on them for rapid, informed assistance at any time. They're on it; committed to keeping us up and running consistently."

Contact Us Today

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

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