

*"The Filer implementation process was no-nonsense, life has become more convenient when retrieving documents from GP, and we're on the path to paperless."*

*-Clark Schaffer, CFO, Hickory Foods*

## Hickory Foods Beefs Up Invoicing and Document Automation Processes

### Company Profile

**Customer:** Hickory Foods

**Industry:** Food Manufacturing

**Solutions Utilized:** Transform® Filer for SharePoint®

**Business Overview:** Headquartered in Jacksonville, FL, Hickory Foods is a leader in the food manufacturing industry, producing frozen burgers and thick cut bacon for retail grocery customers. Best known in the south-eastern United States, Hickory Foods products are also available in Puerto Rico, the Bahamas, and throughout the world through the U.S. military commissary system.

### Case Study Highlights

- Reduced document audit cycle times by one week
- Streamlined business processes during peak season
- Short implementation time and proven ROI

### Challenge

Hickory Foods, a private meat manufacturing company based in Jacksonville, FL., and best known for its subsidiary Bubba Foods LLC, produces pre-formed, frozen BUBBA Burgers for retail grocery customers. Hickory Foods manages seven operating companies and employs approximately 500 associates during summer peak season. With a small office staff, the daily grind of trying to locate and store documents was becoming difficult to manage.

Hickory Foods needed a solution to assist not only with their daily processes, but also their regular audits. Growing tired of the inefficiencies in their invoice and auditing process, Hickory Foods identified the following key issues they would address with a new automated digital filing system:

- **Efficiency.** Significant amounts of time and money was lost looking for transactional documents.
- **Cost.** Though many solutions were considered, most were proprietary, leading to unrealistic software and support costs.
- **Staff support.** Hickory Foods is a decentralized company consisting of many subsidiaries. Their processes are supported by a small six-person business office that looks to technology products and systems to stay efficient.

### Solution

Hickory Foods enlisted the help of their Dynamics GP partner, SDN Computer Consultants, in evaluating several solutions for document management. Because of its cost effectiveness and seamless integration with their pre-existing Microsoft SharePoint® platform, Hickory Foods selected Transform Filer® from Bottomline Technologies. While competitors' solutions were proprietary, Transform Filer utilized technology that was already being used within the company.

## Results

Hickory Foods enjoyed a short implementation period and has seen the benefits of paperless business processes since day one. Key benefits are a high level of data accuracy and reduced manual data entry time for document filing. Transform Filer has seamlessly blended into employees' daily processes to provide significant efficiencies related to document filing and retrieval. The solution has reduced audit time, as business office staff can now find the appropriate documentation and data directly from Dynamics GP to send to auditors.

The new system has improved each of the following problem areas:

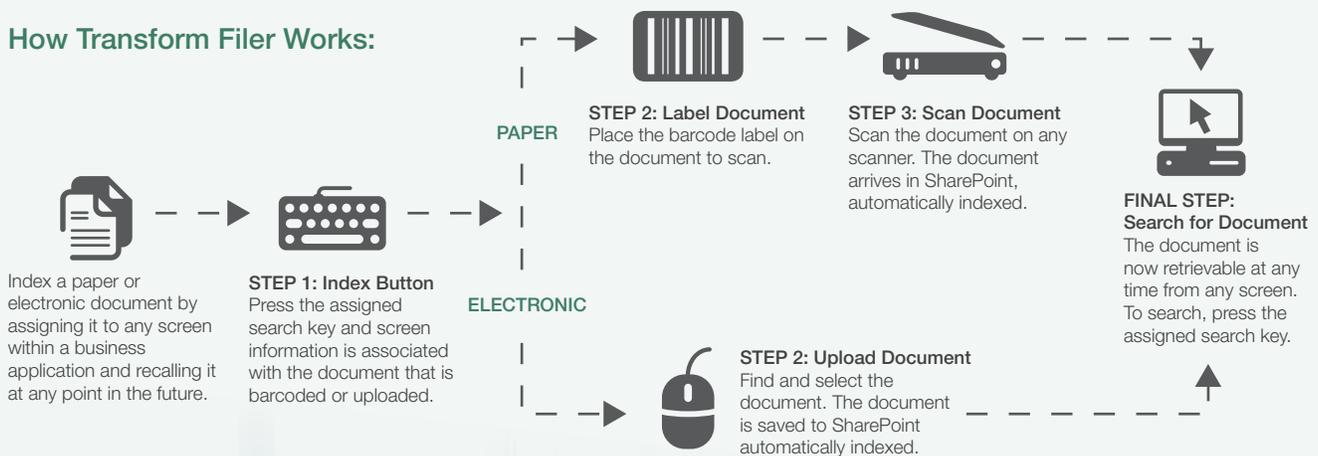
- **Efficiency.** Indexing and one-key search from a desktop or business screen has streamlined all business processes.
- **Cost.** In a value-conscious company such as Hickory Foods, Transform Filer has proven its ROI and remains a cost-effective solution.
- **Staff support.** An entire week was shaved off of audit cycles, which saves time and money for internal staff. The company has also noticed stabilized audit costs: as prices go up elsewhere, audit fees have remained constant in part due to the ease of document filing and retrieval.

## About Bottomline

For more than 20 years, Bottomline has been focused on software applications that optimize document-driven processes. As a result, Bottomline possesses both the proven solutions and the tested domain expertise to deliver consistent customer value and significant return on investment.

A leader in payment, document and invoice automation, Bottomline's solutions have been successfully installed for more than 10,000 corporations, financial institutions and healthcare organizations around the globe.

### How Transform Filer Works:



Think *Green*  
Think Bottomline



Bottomline.com

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