FLEXI

CUSTOMER CASE STUDY

Business Process Outsourcing (BPO) company chooses Flexi's technology to support the 8,000 restaurant customers relying on its finance and accounting outsourcing services.

BACKGROUND

Flexi's BPO customer provides outsourced accounting, reporting and human resources services primarily to the multi-unit restaurant industry. With nearly 8,000 customers relying on the company's expertise and the ability to deliver industry-leading solutions, choosing technology partners is a serious undertaking for the customer's management team.

In the case study below, the BPO's Senior Vice President recalls the company's diligent search for a new finance and accounting software partner – and why Flexi was the right choice to provide a white-label solution for their growing customer base.

THE NEED

The customer's previous system had become outdated and did not allow the company to grow into the functionality needed to effectively serve its growing customer base. The SVP and his team established three overarching criteria, and Flexi met them all:

1. Workflow efficiency
Workflow was essential to drive efficiency. Many of this BPO's clients continued to be heavily dependent upon paper-based transactions, which meant someone was spending their days inputting receipts and other data into the system.

Among the identified goals was the ability to provide end clients with a much easier way to get information into the system faster – from anywhere – and eliminate the need for manual input.

2. Modern technology
This progressive BPO also knew that in the age of mobile, apps, and the rising expectation of accessing information anywhere/anytime, its legacy technology had become a hard sell to customers. The perception that the technology was more suited for a back-office, bureaucratic environment contradicted the more modern technology that they aimed to deliver.

3. Easy integration with other technologies
The BPO's own technology was largely based on Microsoft's SQL Server, which included its proprietary data warehousing and financial reporting portal. Because of the integration challenges experienced with the prior accounting system, they sought a more compatible .NET Native accounting application to simplify such critical integrations.

THE FLEXI DIFFERENCE

Flexi provided all of this and more. Its integrated accounting platform with built-in workflow was designed to deliver great efficiencies – all built in a .NET Native environment that could seamlessly integrate with the BPO's peripheral technologies. And although Flexi was founded in the 1990s, the company had remained committed to innovation and continually adding functionality, giving the BPO the needed confidence that Flexi's technology would not become outdated.

With the first three criteria met, the BPO's extensive research process identified two additional key differentiators that really made Flexi stand out.

1. Ability to scale and support large enterprises.

"We needed a provider that was fully capable of handling the number of large enterprises we support today, and the growth we expect in the future," recalled the SVP. "We did a lot of research and gained confidence in Flexi's technology and its ability to scale. For years, they've supported very large enterprises in the banking, healthcare and insurance industries and have proven the ability to handle mass volumes of transactions."

"Other providers that could offer such scalability offered a full ERP, which we didn't need. We'd be paying for all that extra functionality, when all we really needed was the finance and accounting system. Flexi was the perfect fit, with a favorable price comparison."

2. Superior finance and accounting focus.

"Because Flexi's focus is on the finance and accounting area, its software is rich in features not typically found out of the box," the SVP attests. "Other providers that we looked at hadn't put the level of thought and detail into enabling accounting processes like Flexi had – for example, the ability to post inter-company AP transactions across companies, or the reconciliation module found in Flexi's GL. These are examples of features that aren't found in other systems, and would require heavy customization fees to accomplish."

THE RESULTS

Having a more modern, flexible finance and accounting system in place has made a big impact on both the BPO and its growing end customer base. And in the world of accounting, nothing says results like a successful, faster financial close.

FASTER CLOSE - – Flexi has accelerated the close process significantly. **"Our clients can close their books in three days, compared to the 7-14 days typically experienced in our industry,"** said the SVP. "That's up to one week or more of time savings during every close period."

DAILY CLOSE CAPABILITY – The BPO's clients keep a close eye on operations and routinely close books on a weekly basis. "But we've also integrated Flexi's accounting system with our POS software so our clients can produce this information on a daily basis," shared the SVP. "They're able to pull daily results not only from one restaurant, but also in aggregate across their entire company for deeper analysis."

ELECTRONIC DATA INTERCHANGE (EDI) – Flexi's electronic invoicing solution enables the capture of vendor purchases daily, which has been another big time saver cited by the SVP. "Our clients have gained so much efficiency by removing the delays from vendors and the manual input of data."

WORKFLOW AUTOMATION – The BPO's SVP explains, "The way that all of Flexi's workflow applications work together – including eInvoice, ePayment, eVendor – allows our clients to record transactions in the field, which then triggers the electronic flow through the approval processes and into the system. We've effectively removed the delays previously encountered from manual inputs and approval holdups."

As companies are increasingly charged with cutting costs and improving efficiency, the outsourcing of finance and accounting functions becomes a very compelling and strategic option for CFOs. And with results like those delivered by this BPO, it's easy to see why. **"Our clients recognize a 20-30% reduction in costs,"** shared the SVP. "When factoring in the additional benefits, which include an accounting system that is continually upgraded with new functionality that will drive even greater efficiencies, that's an attractive Total Cost of Ownership (TCO) for any company."

In summarizing the partnership, the SVP adds this closing thought: **"Flexi has a long history, proven technology and company stability that is rare to see these days. They continue to innovate and keep their system modern with new functionality that accountants need. We have access and input into the future developments of their product, and they listen. With Flexi, we found the right partner that is focused on all the right things."**

ABOUT FLEXI

Flexi provides a full suite of accounting software solutions designed to streamline even the most complex accounting processes. With Flexi, enterprise customers significantly increase the overall efficiency of accounting processes.

For 30 years, Flexi has been delivering innovative technology that serves to simplify accounting processes. See how Flexi can streamline your accounting workflow processes at **www.flexi.com, 800.353.9492**.