



INDUSTRY

Retailers' cooperative
group of supermarkets

LOCATION

Newark,
New Jersey

Wakefern converts AP process to 80% paperless and cuts overhead by \$40k per year per profile

Insights From

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ABOUT WAKEFERN

Wakefern Food Corp. is the largest retailers' cooperative group of supermarkets in the United States. As of 2020, Wakefern has fifty-one member companies that own and operate 359 supermarkets under the brands of ShopRite, Price Rite Marketplace, The Fresh Grocer, Dearborn Market, Gourmet Garage, and Fairway Market. They have stores in New Jersey, New York, Connecticut, Pennsylvania, Maryland, Delaware, Massachusetts, New Hampshire, Rhode Island, and Virginia.

SUCCESS SNAPSHOT



80%
Paperless



\$40K
Estimated savings /
year per profile

THE CHALLENGE

Wakefern needed to improve the end-user experience to allow those users to focus more time and effort on tasks that reduce organizational costs. Other objectives were to maximize vendor discounts, eliminate duplicate payments and process a higher volume of invoices with a lower head count.

Convert to Paperless Accounting

Wakefern was in the market to implement a paperless environment within their accounting department and eliminate the need for printed invoices and paper processes.

Resolve Disconnected Processes

During the initial discovery stage implemented by oAppsNET, Wakefern came to the realization that there was no clearly defined process in place for all clerks and parties involved in the AP process.

Improve Cross-Department Communication

In the final implementation stage, a clear blocker became apparent. Even though all the affected departments were involved and signed off on stages at the end, they did not fully understand how vested they needed to be.

“...we wanted to go paperless. We are 80% paperless on the AP side, so everything is electronic. All the stakeholders and everybody involved are very happy about it.

Going electronic using OCR has definitely made a huge difference in terms of headcount and efficiency at the same time.

– Wakefern

THE SOLUTION

oAppsNET suggested implementing substantial change in the accounts payable process by enhancing their current working method.

These substantial changes included:

- Eliminating paper as much as possible, and when paper was received, it needed to be digitized;
- Storing all documents in a content management system instead of a network drive
- Removing accounts payable personal from keying invoices into the ERP system by automating the extraction and using APIs to create the invoice into the ERP
- Defining an enterprise-wide digital approval process
- Allowing end user the ability to approve and code an invoice with a few simple clicks
- Evaluate why some invoices are touchless while others require many human touchpoints
- Create an external vendor campaign for vendors with high touch invoices to reduce cost to process those invoices
- Create training guides and videos for all users of the system

Focus Points

- Current process
- Current tech
- Desired outcome
- Planning
- Integration of external departments
- Overhead Savings
- Success Rate

“ We were provided with clear direction. We were pushed to really sit down and just have a clear flowchart of desired future processes. It was not something that we initially intended to do. Wakefern had lots of notes and documentation but not a whole visual representation of the desired workflow.

oAppsNET initiated the flowchart process with suggestions, and then, Wakefern owned it. As they kept adding all these different shapes in between, we informed them based on our experience in what order things needed to occur.

I still have pictures of all of that. It was a good exercise.

– Wakefern Director

SUCCESSFUL OUTCOMES

“ Going electronic using OCR has definitely made a **huge difference** in terms of **headcount and efficiency** at the same time.”

- **80% paperless.**
- **Cut overhead by 6 profiles at an estimated \$40,000 US per year per profile.**
- **Members are very happy that they can access the invoices electronically.**
- **Improved interdepartmental communication due to electronic access and validation.**

“ AP Automation provided us with the opportunity to work remotely and was pivotal to our digital transformation. Not one member of my team was in the office for the entire year and a half. That's huge for AP.

- Director, Shared Financial Services

CLIENT AND TEAM FEEDBACK

Feedback and retrospective is an integral part of measuring the impact and reach of a project. That is why we consider both client and execution team feedback to get both sides of the story that will provide concise insights into the executed project.

Priyanka Chheda

Director, Shared Financial Services (Procure-to-Pay)

“Because of AP Automation and because of the transparency that it offers and the issues that you can identify, we started connecting with [indirect procurement].”

Thomas Korbecki

oAppsNET Managing Partner

“Wakefern achieved a very high level of success because they had a great leadership team that supported a driven project team which was tasked with a very challenging objective of transforming a decades-old invoice paper process into to a highly automated digital process.”

ABOUT OAPPSNET

The oAppsNET Group is a US-based company specializing in the digital transformation of every facet of your organization. As an Oracle-certified partner with over 25 years of experience, we can ensure that your business' transition to a DevOps platform costs less, requires less time, and provides you with the efficiencies that will drive your company to the next level.

Mission & Vision

Our proven and comprehensive approach to projects involves a deep dive into existing business practices to provide you with not only the most optimal solution but also the one that leverages your organization's existing strengths. We pride ourselves on ensuring that every project is successful through in-depth digital training tailored specifically for your company.



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PEOPLE

We base all our automation implementations around the people who will be affected by them and who will be direct users by being empathetic throughout the entire process.

PROCESS

Your team and resources will be focused on the processes that are driven by specific data gathered during all analytical stages of implementation and execution.

TECHNOLOGY

The foundation and key components of a well-implemented ERP solution are only as valuable as the technology it revolves around.