Infrastructure Experts Improve Accounts Payable Processes

THE CLIENT

> Mears

> Industry-leading energy infrastructure solutions provider

THE CHALLENGE

> 30,000 vendor invoices per month

> Lost invoices and vendors unpaid

> Lacking full access to servers from parent company

THE SOLUTION

> Implement Tungsten Automation's (formerly Kofax) TotalAgility in their own environment

> Align processes for their own Accounts Payable environment

THE BENEFITS

> No lost invoices

> Timely payment to vendors

> Labor savings

> Production, QA, and development systems in-house

Mears, a wholly-owned subsidiary of Quanta Services, is an industry-leading energy infrastructure solutions provider offering engineering, construction, and maintenance services to the oil and natural gas, electric transmission and distribution, telecommunications, and wastewater industries. Mears began as a family company committed to delivering unparalleled services to clients, customers, and shared communities. And they have held to their roots by building the energy infrastructure that keeps America energized and connected.

The Challenge

Mears receives over 30,000 vendor invoices per month through mail or email. Such large numbers meant they needed an efficient and precise processing system. They previously utilized accounts payable processing as part of a shared service from their parent company. Then, they decided to implement Tungsten Automation's (formerly Kofax) TotalAgility for their organization to have full access to the system and align their processes for updates and business requirements.

A common challenge was that invoices were getting lost in the system, which meant vendors weren't getting paid. Accounting clerks would have to take dreaded calls from vendors several months past due about outstanding payments. This became a poor vendor relations issue and a loss in productivity.

Between time spent on the phone and the research required to rectify the issue, clerks were getting distracted from the current responsibilities to handle tasks from previous months. They would spend a significant amount of time searching through an entire batch to find the invoices that didn't get processed, make sure it was put into the accounting process manually, and see to it that the payment was submitted, all while having to put current tasks on hold.

There were other environmental challenges since the servers were hosted by their parent company and they did not have full visibility and access to the Tungsten Automation environment to troubleshoot issues.

The Solution and Results

After realizing the time, funds, and relationships were impacted, Mears made the business decision to re-implement TotalAgility and bring it into their own environment. This gave the organization full access to the system and the opportunity to align its processes for updates and business requirements.

The Mears team selected Genus Technologies to set up the new TotalAgility platform and assist with migrating and building the accounts payable automation processes within their new system. Since TotalAgility has been re-implemented, the issue of lost invoices has been eliminated, saving a significant amount of staff labor, assuring timely payment to vendors, and overall improving morale.

Find the Right Partner

Finding the right consultants for migrating and implementing the accounts payable process was essential to Mears and the project's success. They needed a consulting partner who could understand their business processes, configure and improve workflows, work well with their team, and be certified experts with TotalAgility. "We're pretty happy with Genus, and the consultants we worked with were all of exceptional quality," said Sri Iyer, Director of IT." We would 100% recommend Genus and TotalAgility to other organizations."

Leveraging the Platform to Improve Processes

Not only has TotalAgility transformed its Accounts Payable department, but Mears also continues to find new ways to expand the use of intelligent automation across the enterprise. They have set up development, quality assurance (QA), and production systems to stage the implementation of future application changes. This goes beyond what the organization thought initially possible and helps them capitalize on their critical investment.

To learn more about Intelligent Automation, please contact
sales@genustechnologies.com

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- Sri Iyer, Director of IT, Mears

ABOUT TOTALAGILITY
Tungsten Automation's (formerly Kofax) TotalAgility streamlines building and deploying intelligent process automation, bringing together your human and digital workforces. With a single platform, you can create flexible and resilient workflows that enable you to turn the next big challenge into the next big opportunity.

ABOUT GENUS TECHNOLOGIES
Genus Technologies is a Tungsten Automation Trusted Partner with over 25 years of experience and a proven track record of solving complex digital transformation challenges. Genus has implemented over 1,200 digital transformation solutions to propel organizations forward by simplifying and streamlining operations. We focus on listening to your needs and collaborating with your teams to accelerate business processes, optimize workforce performance, drive competitive advantage, and eliminate risk.

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