Ridgeback Enhances Efficiency with an ABBYY FlexiCapture Solution

Ridgeback is headquartered in Calgary, Alberta, Canada, and aims to operate at optimal efficiency to provide long-term value for its shareholders but found themselves in need of a solution that could keep up with their changing invoice needs.

OBJECTIVES

- Reduce Cost to Process Invoices
- Save Time to Process Invoices
- Licensing Volume Flexibility
- Implement a Simple, Streamlined Solution

RESULTS

- Reduced Invoice Volume Accommodations
- Saved Time in Invoice Processing
- Reduced Expenses
- Access to a Streamlined, High-Quality System

The Client's Changing Invoice Needs

As a consumer, when you're investing in a new product, be it a car or a software application, you face a wide array of options. You may find yourself overwhelmed with the sheer volume of models out there to choose from, many of which may seem more complicated or "fancy" than what you need. Sometimes all you need is a simple, streamlined, high-quality product that works - but without all the bells and whistles. That's exactly where Ridgeback found themselves.

Ridgeback had been using Kofax as their scanning solution for a long time, and they were overall satisfied with it. But when they were faced with a desktop modernization project, they knew an upgrade would be necessary. This is where things got a little complicated. The upgraded solution came with many additional features and extra volume licensing that Ridgeback simply didn't need. Suddenly, they were facing the choice between buying the decked-out version of the product even though all they needed was the product itself or look elsewhere.

Change was Coming

Product details aside, it was undeniable that a change was necessary. But what should they do? The accounts team at Naviant responded to Ridgeback's dilemma by suggesting a simple but powerful solution in the form of ABBYY FlexiCapture. ABBYY FlexiCapture is a streamlined Intelligent Document Capture platform from ABBYY that helps organizations to boost their efficiency while lowering risk and saving money. It effectively captures and validates documents, regardless of whether or not they are structured or what their format is, and eliminates human error.

In addition to the desktop modernization, other changes were taking place at Ridgeback, many of which affected their scanning needs. The organization's invoice numbers, for one, had decreased well below Kofax licensing ranges. One department had eliminated the need for scanning altogether. As factors

continued to pile up and future needs were considered, another benefit of ABBYY FlexiCapture became clear: ABBYY FlexiCapture would allow the number of licenses to level up or down as needed. ABBYY FlexiCapture was truly the all-in-one, streamlined flexible solution that Ridgeback wanted and needed.

Implementation Unveils Additional Benefits

Surprisingly, additional savings in the form of time and efficiency were realized almost immediately. For example, prior to the implementation of ABBYY FlexiCapture, when an incoming invoice was received by email, the message and attached document would need to be extracted, renamed, and saved to a different location before it could be processed. When Ridgeback implemented their ABBYY FlexiCapture solution, however, the system was able to automatically recognize that the email and attachment belonged together. As a result, they could be processed simultaneously, which saved a significant amount of time.

Of course, cost savings were another huge factor for Ridgeback. The new ABBYY solution was much less expensive on two fronts: First, when considering the reduced volumes that were required, and second, when ABBYY's ability to adjust to the right size volume licensing that met Ridgeback's specific needs.

Even with the two weeks it took to validate the new solution, when Ridgeback looked at all the pieces, the decision to switch was well worth the effort involved. Since Ridgeback had teamed up with Naviant, they had an experienced guide who was there for them every step of the way. Naviant's assistance helped to smooth the bumps that inevitably come with a technology implementation project like this. Ridgeback was extremely happy with the Naviant team's strong technical and personal skills that made not only for a successful solution implementation that was full of benefits, but an enjoyable planning and implementation period. With ABBYY FlexiCapture's assistance, Ridgeback is able to continue delivering to shareholders while operating more efficiently than ever before.

KEY BENEFITS

- Accelerating processing through data capture automation
- Capturing and validating documents, regardless of format or whether they are structured
- Reducing the presence of human error in processing
- Significant savings in time and money

> "We've already noticed a huge difference in using ABBYY.
> It is way more efficient especially with the scanning of emailed
> invoices, which saves tons of time. It also allows us to easily
> identify if a vendor is 'direct entry.' In this case, we stop
> immediately and return the invoice to the vendor."
>
> *Ridgeback*