

# Meeting the Challenge of AP Invoice Automation

## *Strong user adoption propels digital invoicing*

KinderCare—a highly-decentralized childhood education organization with nearly 2,000 locations and 25,000 employees—recognized that to meet their fiscal goals they would need to fully automate their Accounts Payable processes.

They knew that major process efficiencies and meaningful savings opportunities were possible with a well managed, centralized procurement organization, but what they also learned throughout the project was that you needed to have high user adoption for requisition creation in order to maximize the AP automation benefits.

With the BuyerQuest Procure-to-Pay platform, they were able to both significantly increase their PO-based spend while also tapping into the downstream benefits associated with an automated AP process.



### CHALLENGE

Prior to deploying the BuyerQuest Procure-to-Pay solution, procurement activity was mostly unmanaged and much was handled at the individual location level. Due to the frustration around their current legacy solution, users would often just bypass the procurement process and use their p-card at the local store.

KinderCare recognized that their employee base was younger, more tech savvy, and had rejected the current legacy procurement solution due to its poor user experience. On top of that, their decentralized locations also needed the flexibility to personalize the procurement logic and approval flows without the need for technical assistance.



### SOLUTIONS

With these demanding requirements in mind, KinderCare found that the BuyerQuest Procure-to-Pay solution was the only eProcurement platform that had the Amazon-like user interface to promote PO-based spend, as well as the strong AP Automation capabilities.

To ensure success, KinderCare selected the full Procure-to-Pay platform, including the Budgeting and Business Intelligence modules, allowing them to have a truly connected experience from requisitioning through payment. By leveraging the Budget capability within BuyerQuest, they received an extra cost savings benefit by ensuring that all purchases were already budgeted for, helping to speed up the approval process.

**Problem Statement**  
Automate Accounts Payable

**Client**  
KinderCare

**Industry**  
Education Services

**Indirect Spend**  
~\$500M

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*BuyerQuest has allowed us to digitize our entire Procure-to-Pay process, freeing up valuable AP resources to focus on more strategic activities.*

— Chris D.  
Director of Procurement



**RESULTS**

The Client successfully deployed the BuyerQuest Procure-to-Pay solution to all 2,000 facilities and over 20,000 users without requiring any end user training. By eliminating many of the mundane, non-value-add steps in the procurement process, the client enabled teachers to spend more time with students and less time on administrative efforts.

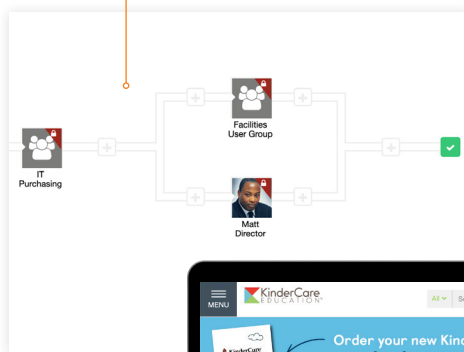
On average, through the BuyerQuest Procure-to-Pay platform, KinderCare processes roughly 12,000 invoices per month and has been able to realize a **65% decrease in invoice processing costs**. From an ordering standpoint, nearly 40% of all requisitions today are either created or approved from a mobile device; BuyerQuest ‘meets the users where they are’ by delivering an easy to order platform on any device.

KinderCare achieved a **100% payback on the program investment in 9 months** turning the program cash flow positive in month 10. As an additional bonus, they also achieved significant cost savings and rebate income from Marketplace volumes, as all purchasing is now happening through a single platform with full visibility to the spend.

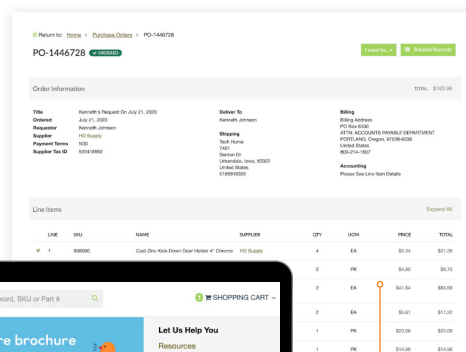
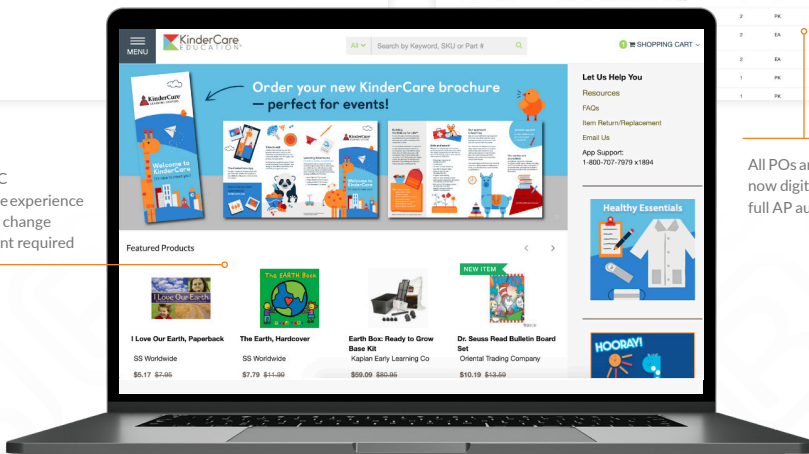
**100%**  
payback  
within 9 months

**65%**  
decrease  
in invoice processing costs

Highly configurable workflow rules ensure procurement processes are followed



Simple, B2C eCommerce experience ensures no change management required



All POs and Invoices are now digital, allowing for full AP automation

**Number of Requisitioners**  
20,000

**Number of Approvers**  
4,000

**BuyerQuest Product**  
Procure-to-Pay

**ERP Integration**  
Oracle PeopleSoft

**Supplier Catalogs Enabled**  
100+

**Total Suppliers Enabled**  
Approx. 6,000

**Implementation Timeline**  
6 months

“This Marketplace is super easy to use. It’s way more modern than what we had before. The collaborative carts feature is huge. It lets us pool our shopping carts across multiple classrooms and locations.”

— Gwen W.  
Location Manager