



# KEYSTONE FOODS SUCCESS STORY

## BRINGING NEW LEVELS OF SPEED, VISIBILITY & INTELLIGENCE TO AP INVOICE PROCESSING

### BACKGROUND

When the accounts payable (AP) department at Keystone Foods realized it was printing roughly 160,000 sheets of paper each month, they knew it was time for a change. As a global food services company with offices and facilities across North America and the APMEA region, Keystone Foods is in a perpetual state of audit with various tax authorities. This made offsite file storage of its paper records a challenge and resulted in boxes and filing cabinets lining hallways and endless hours at the photocopier.

Keystone Foods also needed greater insight into the process to more effectively manage the AP department and quickly answer questions from vendors. "There wasn't any type of data recognition or workflow prior to Esker," said Phil Chandler, Division Accounting Manager at Keystone Foods. "Our team would have to gather all of the invoices coming in from various sources and manually input them into Oracle. We really had no insight into the process, how the team was performing, and where the problem areas were."

### SOLUTION

The company's priority was finding an automated AP solution that could digitize its documents, make them easily searchable and provide ease of access to invoices for people throughout the company.

**ESKER WAS, BY FAR, THE MOST PROFESSIONAL AND ORGANIZED TEAM I'VE EVER PARTNERED WITH. WE KNEW WHAT WE WANTED AND WHAT WAS REQUIRED TO ACHIEVE IT. THEIR TEAM MADE SURE WE GOT EVERYTHING WE NEEDED IN A SOLUTION — INVOICE DELIVERY, WORKFLOW, REPORTING AND EASE OF USE. IT WAS THE BEST PROJECT I'VE EVER BEEN A PART OF.**




PHIL CHANDLER | DIVISION ACCOUNTING MANAGER

### ABOUT KEYSTONE FOODS

**Industry:** Food & Beverage  
**ERP:** Infor & Oracle E-Business Suite  
**Solution:** Accounts Payable

Keystone was founded in the early 1960s and developed alongside McDonald's, supplying the fast food chain's beef patties, poultry and fish. In the 1980s the firm invented the iconic chicken McNugget for McDonald's. Keystone supplies animal protein products to major restaurant chains, food service providers and retail outlets globally. It was acquired by Marfrig Global foods in 2010 and then by Tyson Foods in November 2018.

### BENEFITS AT A GLANCE

-  **Increased efficiency** in invoice processing
-  **Improved accuracy** through the elimination of manual data entry
-  **More effective management** of staff through real-time KPIs



Keystone Foods turned to Esker's Accounts Payable solution because of its strong capabilities in invoice delivery, workflow management and reporting. Previously, invoices would arrive by mail to various PO boxes or by email to different email addresses — all of which had to be printed or copied and physically sorted into bins. Now, more than 90 percent of invoices come directly into Esker.

When invoices need to be retrieved, they can be located within seconds, instead of minutes, hours or even days. Not only are vendors calling less frequently to check the status of unpaid invoices, but when they do call, Keystone Foods is more equipped to provide answers. And managers have greater insight into how their teams are performing based on data — such as how many invoices they're posting and how quickly — which wasn't available previously.

## BENEFITS

As well as significantly streamlining the AP invoicing processes at Keystone Foods, implementing Esker has led to the following benefits:



**WITH ESKER, THERE'S NO MORE ASKING PEOPLE FOR A COPY OF THE INVOICE — WE CAN PULL IT UP, LITERALLY, IN SECONDS. AND FROM A MANAGER STANDPOINT, I CAN TELL WHO'S TRULY EXCELLING, IDENTIFY ANY POTENTIAL ISSUES, AND MANAGE THE TEAM BETTER BASED ON KPIS THAT I GET FROM THE SYSTEM. IT'S GIVEN ME A LOT OF ANALYTICAL DATA TO HELP ME SET GOALS FOR MY TEAM.**

PHIL CHANDLER | DIVISION ACCOUNTING MANAGER



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