

“With QuickBase, we achieved a customized workflow and automated electronic work order approval process while gaining insight into detailed financial data. Our average work order approval process decreased from almost four weeks to four days!”

David Kenline, Global Sourcing Manager, LexisNexis

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Juiced Technologies, Inc. is a QuickBase Solution Provider that has been working with QuickBase for more than 14 years.

Based in Ronkonkoma, NY, Juiced Technologies has helped improve business processes for 400+ customers and has written hundreds of applications for several industries.

Leveraging QuickBase and DocuSign to Create an Agile Work Order Management Process



LexisNexis® is a leading global provider of content-enabled workflow solutions designed specifically for professionals in the legal, risk management, corporate, government, law enforcement, accounting, and academic markets. A member of Reed Elsevier, LexisNexis serves customers in more than 100 countries with more than 15,000 employees worldwide. The Global Sourcing Team is responsible for vendor management, staffing plans and ensuring the completeness, accuracy, and legality of contracts.

Challenge

- Needed to process more than 3,000 invoices annually and more than 80 work order requests monthly
- Time consuming ink and paper process for work order approvals utilized multiple, disparate Excel files to track and manage thousands of work orders and their related invoices
- Average work order took 25 days to complete from final written version to final approval
- Slow approval process hurt vendors' cash flow, distorted LexisNexis' cash flow, and placed undue strain on our vendor relationship.

Solution

- Created a customized workflow to manage multiple concurrent users making updates in the same system
- Signature process was consolidated and automated into one workflow allowing executive management to approve and electronically sign contracts anytime, anywhere
- Improved compliance structure created to address external auditor concerns, properly report on accrual amounts and streamline the production of approval process in a secure and centralized repository.
- Workflow provided better insight into financial data with the capability to report out to vendors.

Result

- 33% reduction in Global Sourcing Team resources allocated to this process by the end of 2014; 1 of 3 FTEs formerly dedicated to this process now focus on other needs
- 700% improvement in throughput time (shifted from 25 days to 3.5 days) after implementing the solution
- Quicker turnaround of discrepancy resolution, which in the past, caused delays in payment due to standardized and centralized data collection and analysis
- Reduced A/P days outstanding with vendors from 47 days to 33 days while also providing vendors with a clear understanding of work order status