



Customer Story

GOLD CARE HOMES

Accelerating Growth with
AP Automation





Customer Background

Gold Care Homes

Gold Care Homes is a family-run business founded by pharmacist brothers Ravi and Sukhi Gidar in 1999. Operating 29 care homes across the United Kingdom from Birmingham to Brighton with ongoing expansion plans, their commitment revolves around delivering the highest quality care to their patients in a compassionate, family-oriented environment.



Gold Care Homes
It's what's inside that counts

Customer Situation

Main Challenges

Gold Care Homes grappled with a manual accounts payable (AP) process, a familiar pain point for many care homes. Founder Ravi Gidar was eager to advance their green initiatives by eliminating the mountains of paper associated with invoice processing, which amounted to a staggering 100,000 pages annually.

The arduous task of entering and processing 2,500 invoices each month, with an average of 5 minutes per invoice, resulted in a staggering 28 – 29 days of monthly data entry for 3 data analysts and purchase ledger clerks.

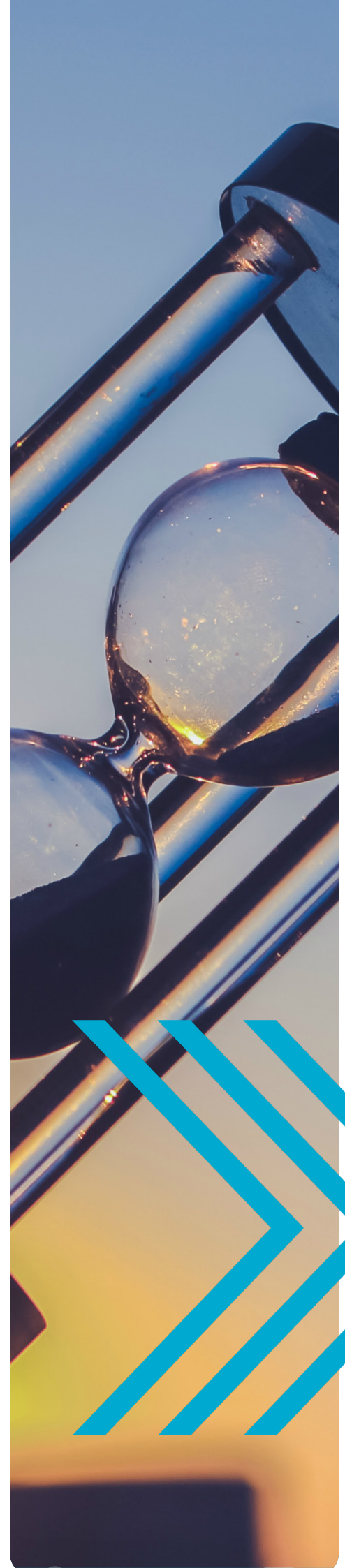
“*Invoice volume was continuously increasing so we couldn't keep up.*”

Vivek Goradia, Group Financial Controller
Gold Care Homes

The pressure on Gold Care Homes' management and administration to ensure timely invoice processing was immense as they were responsible for authenticating and authorising invoices. The physical processing of invoices, including stamping, signing, and mailing, took precious time away from patient care.

ERP System

Sage



The Solution


Invoice Automation

Gold Care Homes recognised the need for a solution that could seamlessly integrate with their central purchasing system, Redro, and their finance system, Sage 50.

They contacted Kefron, a family-run business with document management in their DNA, to streamline their accounts payable processes and integrate with existing systems. Ensuring the data received from suppliers is sanitised and consistent was key for the successful implementation of Kefron AP.

This project also demanded a dedicated team, early information gathering sessions, and comprehensive resource planning, especially for the successful integration with bespoke systems.

The phased implementation strategy proved to be instrumental in minimising disruptions and optimising the learning curve.



“If you use a custom-made system that may be unfamiliar to us, don't worry. As long as your system can handle CSV or XML file uploads, integration is usually feasible. The key is to bring together the relevant people from both systems and their respective vendors, either in a meeting or a call. It's important to do this early on, so you're not still trying to figure things out when it's time to sign the contract.

**James Kearns, Commercial Manager,
Kefron**



How Did it Turn Out?

The Key Benefits

The collaboration between Gold Care Homes and Kefron to streamline the accounts payable process through Kefron AP has been a resounding success. Not only did it provide cost savings and efficiency improvements, but it also empowered Gold Care Homes to redirect staff to more value-driven tasks, enhancing their overall operational effectiveness.

The move to a paperless invoicing system not only reduced the environmental footprint but also streamlined accessibility and visibility, making Gold Care Homes more agile and responsive to the needs of their patients.

Time Saved

The adoption of Kefron AP brought about a multitude of benefits to Gold Care Homes. The online automated system vastly improved visibility and accessibility. Team members no longer had to waste valuable time searching for invoices; they could retrieve them with a few clicks.

This is vital when 81% of office pros can't find important documents when put in the hot seat. Gold Care Homes now saves significant time in order processes as well.

“Visibility and accessibility is very straightforward. It also helps with our statutory accounts which usually span between a few months annually. That itself is a big challenge and time consuming for us.”

**Vivek Goradia, Group Financial Controller
Gold Care Homes**



Staff Redeployment

The ability to redeploy staff was a valuable asset. Purchase ledger clerks now perform purchase ledger analysis, applying their knowledge and expertise to assist the procurement department with contract renewals, price negotiations, and resolving discrepancies. Kefron AP liberated time for more value-adding tasks, enhancing cost-effectiveness.

“Previously their time was dedicated only towards the manual data entry and they were not able to get any value out of the knowledge and expertise they collected over the period of years.”

**Vivek Goradia, Group Financial Controller
Gold Care Homes**



No more manual data entry

The elimination of manual data entry for invoices resulted in annual cost savings of at least £30,000 and reduces time spent on invoice queries by 40%. High invoice volumes previously led to numerous queries.

The search capabilities of Kefron AP streamline information retrieval in the event of supplier queries or concerns. The transition to Kefron AP transformed Gold Care Homes into an entirely paperless invoicing operation, aligning with their environmental goals and fulfilling Ravi Gidar's vision.

“Getting a lot of invoice queries, sometimes not getting the invoices on time, created a lot of issues. With everything now coming to a central portal, invoices are far less likely to be missed.”

**Vivek Goradia, Group Financial Controller
Gold Care Homes**



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