



Customer Story

CVS Group

Centralised Invoice
Processing



Customer Background

CVS Group

CVS Group plc, one of the largest integrated veterinary service providers, operates approximately 500 practices in the UK, Ireland, and the Netherlands. With diverse services such as clinics, laboratories, pet crematoria, pet insurance brands, and an online pet products business, CVS is committed to delivering optimal care for animals.

The company, experiencing significant growth, boasts a team of over 2,000 vets and 3,000 nurses, aiming to be the veterinary clinic of choice for both clients and employees. They have made it their purpose to provide the best possible care to animals.



Customer Situation

Main Challenges

Due to rapid growth, CVS faced challenges in managing a high volume of invoices. They were receiving approximately 10,000 supplier invoices, 15,000 staff expenses, 25 consolidated invoices, and a high volume of statement reconciliation every month.

The manual nature of their accounts payable (AP) process, involving the entry of data into Microsoft NAV, led to errors and a surge in supplier queries.

With managing and chasing approvers and the time spent manually entering data, supplier invoices were being delayed. Kelly recognised the need to reduce errors, streamline processes, and address the increasing number of queries to enhance efficiency in the AP process.

“Before we used to have phones ringing off the hook with people chasing invoices and queries because of manual errors. I was thinking what can we do to reduce manual errors and the time it takes to deal with invoices? And what can we do about the amount of queries we're getting?”

Kelly Towell, Head of AP, CVS Group



The Solution

Invoice Automation

In response to these challenges, Kelly initiated changes in the AP process and evaluated various AP automation solutions. After careful consideration, Kefron AP emerged as the most suitable option.

Working closely with Kefron, Kelly built a compelling business case and secured support from CVS' senior leaders. Kefron AP, designed with the end user in mind, is known for its modern and intuitive design.

It seamlessly integrates with Microsoft NAV and offers compatibility with over 30 ERP systems. The on-boarding and implementation process took a total of four months for CVS.

CVS and Kefron arranged a comprehensive requirement gathering session to ensure that Kefron thoroughly understood their AP functions and tailored the solution to best suit their business.



How Did it Turn Out?

The Key Benefits

Post-implementation, CVS gained valuable insights into potential challenges associated with accounts payable automation. Kelly explains, "You need to be an internal champion," and engage stakeholders, 3rd parties, and IT early on.

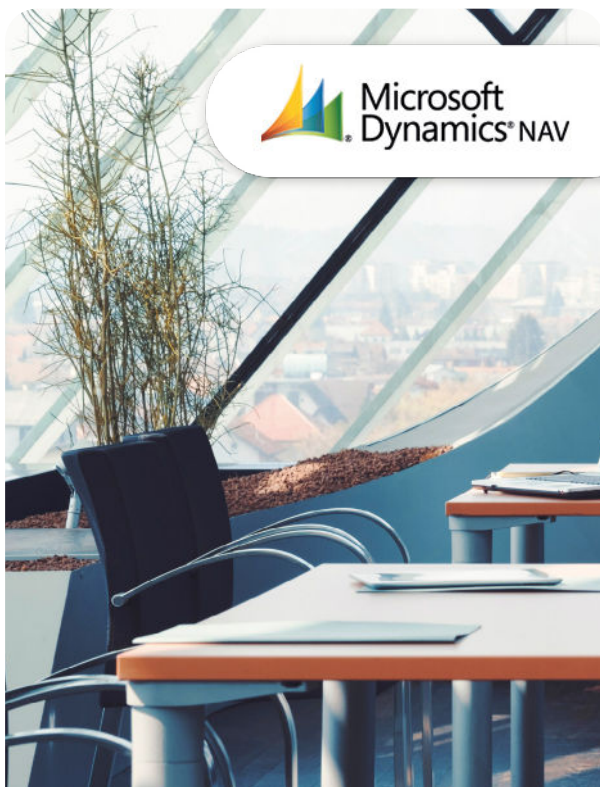
This will ensure that the project has the support and awareness needed for to address all concerns and promote a holistic understanding of the intricate workflows and processes unique to your company.

Efficiency & Improved Approval Process

Kefron AP's user-friendly interface and comprehensive training resulted in **a 4x reduction in full-time equivalents (FTE) and a 67% decrease in the time taken to approve invoices**. The improved approval process allows invoices to be approved with a click from any device with an internet connection, with backup approvers in place for continuity during absences.

"The system is very simple to use. It's still a change and any change needs training. Once people get the initial 20 minutes of training, it saves time on their approvals and allows them to focus on what they do best, providing care to animals."

Kelly Towell, Head of AP, CVS Group



Seamless System Integration

Seamless integration with existing systems, such as Microsoft NAV, was a critical factor in the project's success. Ensuring the relevant people complete the training provided by Kefron and are educated as soon as possible is vital.

Enhanced Supplier Relationships

The newfound ease of access and efficiency led to a significant increase in on-time payments to suppliers and a noteworthy decrease in supplier queries. These tangible benefits underscore the success of the innovation, demonstrating how the effort invested in implementing Kefron AP was well justified.

Overall Business Impact

Finally, the comprehensive benefits from adopting Kefron AP align well with CVS's commitment to excellent animal care by allowing more resources to be focused on core activities rather than administrative tasks.

Find Your Flow

Only Kefron AP provides extraction optimisation as standard, at no extra charge. Our proprietary AI technology does the heavy-lifting and our team of skilled Extraction Experts refine and optimise. This means that we do extraction quality so you don't have to...and everything just flows.





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