

User story



iCOMPLEAT

Company overview

Company

Food Alert - Food hygiene, health & safety.

Headquarters

London

Industry

Food & Beverages

Products and services

Food safety training & e-learning, safety management software, food hygiene and health & safety compliance consultancy.

Website

www.foodalert.com

COMPANY DESCRIPTION

Food Alert is a leading safety consultancy and technology firm. Established in 1990, we provide food safety, health & safety and fire safety services, software and training to businesses across the UK, Europe and the Middle East.

COMPANY OBJECTIVES

Top objectives

- Increase efficiency across the business where possible.
- Remove repetitive tasks to focus on high-value activities.
- Ensure costs are managed and lowered as much as possible.

The resolution

- Fast and easy adoption process
- Tested iCompleatInvoice Starter first and then moved to full iCompleatInvoice product as a beta partner.
- Provided feedback and influenced iCompleatInvoice's development.

SOLUTION USED



iCompleatInvoice

TOP BENEFITS ACHIEVED

90%

Reduction of the accounts payable process

5

Users of iCompleatInvoice

SAGE

Direct integration with existing ERP solution
- Sage 50

Company
overview

Company
objectives

The solution

Business
transformation

COMPLEAT

Company objectives

Mehrdad Modarres, the finance director of Food Alert, was on a mission to simplify the capture and processing of invoices for a decade and has invested significantly in the development of their own POM (Piece of Mind) invoice processing application.

In 2013, Mehrdad endeavours were formally recognised by Microsoft and The Economist, winning the Change Ambassadors Award for Finance against strong competition from organisations including Asda and Eversheds, reflecting “the successful changes that delivered tangible results and improved business outcomes”.

Mehrdad explains: “My number one objective in my day to day tasks at Food Alert is to save everyone time, removing repetitive tasks that add no value to the business, so we can all focus on more productive work. Our investment in POM has made a great contribution, but there is only

so much that can be achieved internally, so I undertook a very detailed investigation of invoice automation applications available on the market with a particular focus on affordable invoice capture and approval automation”.

“iCompleatInvoice Starter was a revelation as it seemed to have been designed specifically to meet my immediate requirements, and was available for free.

Mehrdad Modarres
Director Finance, Food Alert

Mehrdad was diligent in this process, spending over of 100 hours researching the market, looking at dozens of applications including Paperless, Concur, Kofax, Basware and many others before finding iCompleatInvoice Starter in October 2017.

Mehrdad explains. “iCompleatInvoice Starter was a revelation as it seemed to have been designed specifically to meet my immediate requirements.

The alternatives either did not have the functionality I required or were priced for much larger organisation and too complex and expensive for our business”.



Company
overview

Company
objectives

The solution

Business
transformation

COMPLEAT

The solution

Designed for businesses and accounting practices, this sophisticated SaaS solution fundamentally changes the accounts payable function by fully automating the capture of supplier purchase invoices and the approval process, tightly integrated into your existing accounting system. This is achieved by defaulting invoice header or line level general ledger coding and routing for single or multistep approval, whilst delivering key real-time supplier information for authorised users. iCompleatInvoice delivers true company-wide financial unification whilst lowering the cost of doing business for every organisation and increasing profitability for practices.

Benefits

Exception management

iCompleatInvoice automates the coding of purchase invoices at both header and line levels based on rules set by the user. This minimises work load as users are required to manage only the exceptions, not the bulk.

Invoices are tracked at every step

With full visibility of the workflow status of every invoice, users can instantly see which approver the invoice is with and how long it has been there. Approvers can be nudged to remind them of a pending transaction and all steps taken leave a full audit trail.

Faster approvals

Users are now able to approve and view invoices from any connected device through a mobile browser or our mobile app, set a replacement “nominee” in case they are away or even send an invoice to a group of individuals. Nudges and push notifications keep the approvals processes moving and also make the approvals faster.

Lower operation costs by eliminating errors

Paper-based approval processes are plagued with errors such as overpayments, late or duplicated payments and fraud. The automated invoice capture process includes checking the invoice accuracy, capturing duplicate invoices and even validates the bank account details to avoid instances of supplier fraud. Every invoice then follows the correct approval process prior to posting directly into the accounting software.

Spend management

iCompleatInvoice unlocks granular, real-time spend intelligence through its standardised dashboards and reports, including month-end accruals for all invoices received, but not yet approved or that are under query, aggregated spend by supplier and more. All exportable to Excel with a single click.

Features & capabilities

Smart and modern automation applications to maximise the time and capabilities of any finance team.

Fully automated invoice capture and approvals

iCompleatInvoice enables users to automate single and multistep electronic approval processes with the exact criteria required, such as supplier information, invoice values and general ledger codes. Speed up your approval process by up to 70% with our free mobile approvals app available on Android, Apple and Microsoft.

Document management

The level of information held within iCompleatInvoice is detailed and granular, providing finance teams and budget holders with the most comprehensive and streamlined document management process available. All approvals and transactions include a full auditable timeline and supporting documents can be found with ease.

Dashboards and reporting

The dashboards and reporting features are included for every user, delivering instant access to all the relevant information to everyone who needs to know. This includes the status of every invoice, whether awaiting approval, under query, posted to the accounting software or even paid, enabling both finance teams and budget holders to create reports based on real-time information. Month-end accruals and creditor cash requirements reporting are only a couple of the readily available reports.

Company
overview

Company
objectives

The solution

Business
transformation

COMPLEAT

Business process transformation

Mehrdad simply registered, set it up in a few minutes and started to play to confirm it covered all the basic aspects of what he required. Next, Food Alert purchased a small amount of “e-Invoice Transaction credits (£0.40p per invoice) to automate the invoice data capture process, delivering all of the invoice header and line detail directly into iCompleatInvoice Starter and tested it against the invoices for two of their largest suppliers. The process worked as advertised and saved the accounts department a great deal of time. Mehrdad comments “iCompleatInvoice Starter is a great application, but it also has the potential to do so much more”.

Mehrdad contacted Compleat, speaking at length to Phil Douglas (MD) to share his thoughts and a couple of months later met with Neil Robertson (CEO) to discuss a 51 point detailed agenda of proposed enhancements for iCompleatInvoice Starter.

“I discussed each point with Neil in some detail late last year and at the end of our discussion, he introduced me to their new product, iCompleatInvoice. They then demonstrated how it already addressed 48 of the points I had raised, but also introduced new functionality that went far beyond my expectations. It is very rare that an organisation listens so intently to their customers and even more rare to see that converted into functionality within such a short timescale, but it is also clear that Compleat have considerable experience and a very deep understanding of the subject, reflecting the success of their eCompleat Enterprise applications”.

Food Alert upgraded to iCompleatInvoice, becoming the first beta site utilising real time integration into their Sage Line 50 accounting software which is deployed locally in the Food Alert offices. The 5 named user deployment of iCompleatInvoice retails at just £45 per month, making it both affordable and justifiable for every business.



...with iCompleatInvoice, the **time savings can be in excess of 90%** over any manual AP process. I can also say that there is no equivalent application on the market.

Mehrdad Modarres
Director Finance, Food Alert

Mehrdad adds: “Obviously the product is important, but so is the self-help capabilities and support services. iCompleatInvoice is so easy to use that the answer to almost any question is available within the product, but you can also access Compleat Learning & Information Centre - CLIC, which is a much more detailed knowledge base and online help service. I also have made use of their support services and found the people involved extremely knowledgeable and helpful. We did discover a few bugs, (we are a beta customer after all), and these were captured and fixed remarkably quickly, and I was kept informed on the progress of each until they were successfully resolved”. iCompleatInvoice is now a very robust application.

Mehrdad concludes: “My primary objective remains to save everyone in our business time and I can confidently say that, with iCompleatInvoice, the time savings can be in excess of 90% over any manual AP process. I can also say with equal confidence that there is no equivalent application on the market”.

Company
overview

Company
objectives

The solution

Business
transformation

 COMPLEAT

COMPLEAT

Compleat Software is a leading provider of smart spend software available for businesses of all sizes. This powerful, modular software empowers businesses to eliminate paper, unite finance, procurement and budget holders and gain an accurate, real-time view of company finances and budget availability. Offering the next generation of purchasing and budget management automation at an affordable cost, this purchase to pay software delivers a single seamless, paperless process that incorporates e-invoicing, purchase invoice approval, purchase order and receipting, employee expenses, contract management with comprehensive dashboards and reporting for every user.

For further information, please visit www.compleatsoftware.com. Follow Compleat on Twitter, Facebook, and LinkedIn for the latest news & insights.

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