



## AP Automation / Supplier Management

# Popular Casual Dining Company Onboards 8,600 Suppliers with Direct Commerce

One food service organization benefits from a major expansion of its partnership with Direct Commerce.

A food service company, which operates nearly 1,500 popular restaurant locations in the U.S. and 20 other countries, hired Direct Commerce in 2012 to automate invoice processing in ways that other source-to-pay (S2P) providers couldn't.

To solve for the complexities of a supply chain that consisted of so many separate locations dealing with so many local and regional suppliers, the initial deployment included an intuitive, web-hosted portal that gave each restaurant manager the ability to:

- Submit invoices and check their status
- Update invoices as needed
- Adapt to each supplier's unique product codes
- Gain more insight into inventory needs

In just a few short months, the food service company created a far more efficient supply chain and reduced invoice processing time by an impressive 60 percent.

### Greater Value Over Time

As the partnership between Direct Commerce and the restaurant organization grew, a centralized supplier portal was created for the food service company's top 11 suppliers in 2010,

### Customer Profile

**Client:**

Popular Food Service Company

**Global Reach:**

- Headquartered in U.S.
- 1,450+ restaurants in 48 states, Puerto Rico, Guam, and 20 countries

**Annual Revenue:**

\$4.1 Billion

**Suppliers:**

8,600

**Monthly Invoices:**

49,919

**Direct Commerce Solution**

**Highlights: Global Supplier Portal**

- Master Data Integration for 8,600 suppliers and growing
- Complete supplier visibility into transactions
- Proactive supplier onboarding
- Ticketing and discounting
- No cost to suppliers
- Quarterly enhancements
- Hourly data updates



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which represented nearly 75% of total company spend.

By integrating seamlessly with the food service company's ERP system (SAP), the new Direct Commerce Supplier Portal enabled these top-tier suppliers to check the status of invoices, access self-service support, and even initiate tickets with very little burden on company staff.

**"We are incredibly grateful for our partnership with Direct Commerce. Whenever we have a new objective, they come through with the right solution."** —*VP of Finance*

## Ticketing Channels Requests

The ticketing component has proven especially valuable to the food service organization, which wanted to prevent suppliers from calling specific restaurant locations directly.

To minimize this pain point, Direct Commerce conducted a workshop with the client to determine how different types of inquiries could be routed to the right people in AP or Purchasing. Suppliers choose from a menu of three different inquiry types, which are routed accordingly. In the unlikely event a ticket gets to the wrong person, it can be reassigned to a different set of users.

## Meeting Every Need is in Our DNA

The centralized Supplier Portal was so successful, the solution was rolled out to the food service company's entire community of 8,600 suppliers in the fall of 2019.

"We are incredibly grateful for our partnership with Direct Commerce," says the company's VP of Finance, "Whenever we have a new objective, they come through with the right solution."



To learn more about how Direct Commerce solutions can transform your source-to-pay (S2P) processes,

email [sales@directcommerce.com](mailto:sales@directcommerce.com) or call 415-288-9700.