



Customer Profile

Kellogg's de Colombia S.A., a privately held company with presence in the Colombian market for over 50 years, is part of the world community of Kellogg's U.S. companies. Today, Kellogg's de Colombia is dedicated to the production and marketing of ready-to-eat cereals, distributing them through various channels; while most of the Kellogg's' cereals sold throughout the country are produced at the plant in Bogota, some are imported from subsidiaries in Mexico and Venezuela.

Kellogg's de Colombia reaches a revenue of more than \$60 million per year and employs about 400 people.

Business Situation

We discovered several opportunities for improvement in the Accounts Payable process, such as:

- Confidentiality: risk of losing documents
- Printing costs: duplication of vendor invoices and purchase orders accounted for over 100,000 copies/year
- Tax related issues: missed adjustments for unpaid bills
- Supplier dissatisfaction: delayed payments
- Manual processing is slow and risk of errors great
- Excessive paperwork (20,000 man-hours per year)

The main problem in the accounts payable process was that it was difficult to control and time consuming, partly because many people as well as several areas of the company played a role in the process. The issue was especially prevalent during tax season and periods of high bill volume. Additionally, Kellogg's cash flow was irregular due to missing payment schedules, many exceptions, and previously agreed deadlines with suppliers.

Monitoring accounting related documents had become complex and required a high level of manual input. As the company processes approximately 35,000 invoices per year, a more comprehensive system was needed to ensure proper allocation and to streamline the process.



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Success Story

Solution

The need to comply with corporate standards, leveraging the already existing application, and ensuring ease of operation and information security were discovered as the main technical challenges.

To meet these requirements and due to Kellogg's previous relationship and confidence in RICOH, Kellogg's decided to solve these issues with DocuClass Workflow for the following reasons: affordability, ease of use, functional abilities, scalability options, and its flexibility in configuration.

The process of implementing the solution with DocuClass Workflow, complemented by the technology platform of RICOH's multifunctional devices was a simple step and proved easy to learn and to adopt. With a coordinated effort, the implementation process was established, the system configured, and the entire solution was deployed in a simple and flexible manner.

Benefits

The issues associated with the administrative process associated with Accounts Payable was simplified, automated, and standardized. Not only were the previous printing costs of \$50,000+ annually reduced substantially by implementing DocuClass, but also resulted in increased security, issues with suppliers as well as tax-related matters were resolved faster or avoided altogether.

DocuClass Workflow offers great flexibility, demonstrated by adjusting to Kellogg's Accounts Payable process; this benefit will allow Kellogg's to expand their DocuClass application into other departments and assist in streamlining other business processes. Furthermore, the security configuration, user access and permission profiles allow the company to guarantee the required security and confidentiality of their documents.

Summarizing in a one simple sentence, "we achieved the benefits we had defined during the evaluation of the product. The results were specific, and we accomplished what we expected



"The quality of the technical teams is exceptional, and we are 100% satisfied with their performance. Both, DocuClass as the product and the implementation consultancy were vital to achieve the goals and the expected economic and technological benefits for us."

Gonzalo Arias Lewing
Gerente de Tecnología
de Información