



SpringCM® Customer Success

## CHOCOLATERIA SAN CHURRO

### INVOICE AUTOMATION SOLUTION BRINGS CLOUD SWEETNESS TO CHOCOLATE COMPANY

Like many retail and restaurant businesses that rapidly expand through franchising, Chocolateria San Churro found that growth brought some headaches. Giro Maurici, founder of the fast-growing chain, was frustrated with an invoice processing system backlogged because it wasn't able to grow with his business.

Chocolateria San Churro's outlets, selling chocolate truffles, drinks, gifts and their signature dish, crispy hot Spanish Churros accompanied by molten dark-chocolate dips, had opened in 15 locations with several more planned. The company had hit the sweet spot with franchisees and customers alike: it was ranked in the top 50 of Australia's fastest growing companies. But, the books were getting complicated.

Dealing with invoices, for instance, was becoming a hassle. Bills sometimes were lost; sometimes were duplicated. Even with efforts to stay organized, late payments sometimes happened, as did overpayments. Something had to be done.

Maurici found an answer for his invoice processing through Thomas&Alex Financial Management Services ([www.thomasandalex.com](http://www.thomasandalex.com)), a company that offers Finance and Accounting services to customers across the globe. After analyzing the problem, Thomas&Alex recommended that Maurici use SpringCM Cloud Invoice Automation Solution. Using the services of Thomas&Alex with SpringCM, the company was able to streamline its payables processes, saving money and improving its relationships with vendors and franchisees.

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*“Using the SpringCM Invoice Automation solution allows us to concentrate on growing our business without worrying about the back office. The efficiency we now enjoy has really helped the entire company to grow with more confidence.”*

GIRO MAURICI  
Director of Chocolateria San Churro

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## IMMEDIATE BENEFITS THROUGH SAAS

Because AP Invoice Processing is an on-demand solution, Chocolateria San Churro can grow as fast as customers gobble up its chocolate, and know that its books will be secure, accessible and efficient.

Today, invoices are processed electronically instead of through paper copies that could get misfiled, misplaced or mishandled. Vendors email their invoices, which are indexed by Thomas&Alex and automatically routed to the correct administrator for approval. Because the system recognizes specific yields in the invoices, they are trackable through the system, and related invoices/ payments can be easily accessed by the administrator to make everything about Accounts Payable an automatic, seamless process.

Chocolateria San Churro does not have to worry about storage or security because the entire system is kept on redundant, remote servers. Using the internet, company officials can access the invoice documents from anywhere, anytime. Audits are painless and any vendor questions can be dealt with immediately.

Of course, another advantage of using a cloud solution is that the company was able to implement it immediately, with no extra expense for servers or power. Instead, the company pays only a monthly fee, scalable as they grow.

“There are no limits for companies who use cloud for their invoice processing and Accounts Payable needs,” said Thomas Parackal of Thomas&Alex. “Companies have all the advantages of immediate access with the security of knowing their data is safe. Besides the increased efficiencies of AP automation, the company’s credit and relationship with vendors is improved with no more late payments. In fact, the company now takes advantage of early-payment discounts.

Chocolateria San Churro is realizing a significant ROI on staff time alone, with administrators no longer needing to spend time tracking down invoices, calling vendors for copies or dealing with overpayments. Taking into account the entire process, the company is realizing a 70 percent savings on its AP expenses, realized almost immediately since there was no implementation downtime.

## A GLOBAL SOLUTION

Thomas&Alex, based in India, worked with SpringCM to provide Australian Chocolateria San Churro an ideal solution as it grows. In fact, there may be an outlet opening near you soon with the business efficiencies built in, the company’s prospects are global. redundant servers, always available to them.

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## BENEFITS

- Immediate 70% reduction in invoice processing costs and staff time
- Improved vendor relationships with faster payments and fewer requests for copies and overpayments
- Ability to scale back office business functions to business growth
- No monthly hassles to close books; no worries about unpaid bills; smooth audits

## PROJECT HIGHLIGHTS

- Immediate implementation allowed staff to start using system without any down time
- With cloud solution, accounting documents are available anywhere, anytime using internet.
- Automatic routing of invoices to administrator’s in-box using pre-set index markers on every invoice
- Electronic archiving makes finding related documents easy and instant



## ABOUT SPRINGCM

SpringCM is the recognized market leader in enterprise-class cloud platforms for managing content and business processes. SpringCM’s affordable, rapidly deployable solutions enable organizations of all kinds to address their most critical Enterprise Content Management (ECM) and Business Process Management (BPM) challenges. SpringCM’s solutions are trusted by customers such as the Department of Energy, Comcast, and Siemens. SpringCM partners include salesforce.com, Microsoft, and Ricoh.com.

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