E.B. Bradley AP Automation with MaxCapture yields significant cost savings, visibility, control, and increased productivity.

An Architectual Material Supplier Customer Success Story

E.B.BRADLEY CO.
Specialty Hardware & Surfacing Products

Overview

E.B. Bradley Co. (EBB) has been a supplier to architects, interior designers and fabricators for over 90 years. The company started out in 1929 as a hardware distributor in Los Angeles, CA, and has grown to become the West Coast's largest surfacing product and specialty hardware expert. Name brands include Wilsonart, Cleaf, Blum, Accuride, Salice and Rev-a-Shelf among many others. EBB manages inventory in thirteen warehouse locations across Washington, Oregon, California, Arizona and Nevada. They work with 200+ active vendors and have access to over 56,000 products.

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The Challenges

Before choosing MaxRecall, EBB processed AP invoice postings manually. Most AP invoices would come in as email attachments. AP staff would print out both the email and the invoice, post the invoice, process the payment, and then store the documents in a filing cabinet. Approximately 180,000 pages were printed annually, and the lack of a document management solution added time, cost and greater risk of errors. The process suffered from frequent Purchase Order matching exceptions caused by unusual or mismatched inventory units of measure, as well as supply chain disruptions brought on by during the pandemic.

The Solution

The E.B. Bradley finance team was introduced to MaxRecall through a channel partner and chose MaxCapture to automate invoice processing and deliver data to their ERP. Chris Burns, E.B. Bradley CFO, told of their primary considerations in choosing MaxCapture. "We initially scheduled a couple of demos with a MaxCapture competitor, and other than their project manager, who was two months on the job, they came across overly enamored with their app but lacking meaningful

real-world experience." Burns continued, "the platform felt very new to me. I didn't want to be a beta site." He stated that he and his colleagues "felt MaxCapture was a safer approach. [MaxRecall] continues to be truly invested in the initiative, and as a result, I mentioned to the Board that MaxRecall was a valued and committed partner."

MaxCapture automates document recognition and data capture for Accounts Payable invoice posting automation. The solution processes invoices four times faster than the previous manual system. The time savings reduced cost and enabled associates to spend more time working with purchasing and receiving to resolve exceptions. Seamless information exchange between MaxCapture and the Company's ERP, Infor CSD, makes invoicing data accessible for staff when and where they need it. MaxRecall's solution also benefited Infor. During implementation, MaxRecall identified a bug in the ERP implementation, and as a result, Infor was able to correct it.

Benefits Realized

MaxCapture provides E.B. Bradley with a seamless Accounts Payable process workflow that eliminates the time and cost of manually processed invoices. They have also vastly improved visibility into all AP transactions for greater control and increased productivity. It liberates the staff to address the issues that matter to the business and, over time, as exceptions reveal recognizable patterns, the touch required for resolutions will decline, leading to further savings.

The accelerated throughput gained by replacing slow, paper-based processing means that EBB's vendors receive payments timely. Employees experience less daily stress and increased productivity, so they are happier, more productive, and less likely to make errors. The platform also provides for greater flexibility as EBB – like many other companies – contemplates hybrid work from home models.

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>
> **Chris Burns**
> **E.B. Bradley CFO**

E.B. Bradley's Accounts Payable system will grow more efficient with time as exceptions become recognized patterns, which will move more invoices from high-touch to single-touch and finally to no-touch processing. Going from manual invoice processing to automation has increased the capabilities of the EBB's back office, which, in turn, enables the Company to quickly adapt to changing market conditions.

Your Next Steps

[Download the MaxRecall Wholesale Distribution Solution Overview eBook](#)

[Explore the MaxRecall Website](#)

[Talk with a Wholesale Distribution Industry Expert about automating and streamlining your Accounts Payable process](#)

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