



“Kelley Create completely redesigned our system to accommodate our growth into a large company with multiple workflows. Partnering with them is amazing, I wish I could spread the word to everybody.”

Rachna Thibodeaux, Senior AP Specialist, Pacific Bells.

It turns out paper cuts are an impediment to achieving big business dreams. Just ask Pacific Bells – one of the country’s largest Taco Bell franchisees with more than 250 restaurants across nine states, humbly founded in 1986 with a single store in Tualatin, Oregon.

“We’re always looking to grow. To innovate and enhance everything we’re doing through better systems,” said Ms. Thibodeaux.

Systems that Kelley Create knows are vital to transform our partners’ business dreams into reality. Systems like the unsung hero of our business process automation services: accounts payable (AP) automation.

We frequently hear about the pain points of manual AP processes, and Pacific Bells’ story is no different. Walking armfuls of paper receipts across departments and rifling through awkward file cabinets not only stole time, but also undermined Pacific Bells’ dual-faceted mission – expand their quick-service restaurant portfolio, and create growth opportunities for dedicated employees.

“In the old days receipts required a signature from the purchaser, then department approval, then a shuffle back to accounting for payment. It was very manual, boring, slow, and awful. We could do without the paper cuts.”

As luck would have it, Ms. Thibodeaux joined Pacific Bells as a project manager three years ago, just as Kelley Create assessed the situation and recommended the latest in cloud-based AP automation solutions: DocuWare.

“With DocuWare it’s all digitized,” explained Ms. Thibodeaux. “AP reviews coding and makes sure it’s accurate, and 99% of it is. Now I spend maybe 10 minutes of my day on processing. Before it was all day.”

Now all day is devoted to those mission-critical activities that spur growth for both the business and its valuable team members.

As much as we love helping partners like Pacific Bells save time and money – and gain freedom to focus on the future they dream of – we know our service offerings are only as good as the support we provide when those (inevitable) bumps in the road shake things up.

“It’s really about the relationship with Kelley Create,” said Ms. Thibodeaux. “The transition to DocuWare was smooth. But when something comes up now, I can hop on a call with Kelley Create and share screens, or just create a ticket and they go out of their way to support me.”

That’s because we believe the little details – like being there for our partners – leads to their success, and ours.

“We’re not two businesses doing business, it’s more than that because Kelley Create never stops trying to do their best,” concludes Ms. Thibodeaux.

[Learn more](#) about how Kelley Create can support your AP automation solutions.