

Customer Spotlight

PANERA BREAD COMPANY

PANERA BREAD IT FINANCE TEAM REALIZES TIME SAVINGS AND REMOTE CAPABILITIES WITH AVIDXCHANGE

Panera Bread Company is the fast-casual restaurant with healthy food options and a bakery we have all come to know and love. Panera turned to AvidXchange to assist with things behind the counter—streamlining their invoice processes...no changes were made to the Roasted Turkey Avocado BLT.

Challenge: Manual Processes Consuming Time and Creating Inflexible Workflow

Manager of Vendor Relations and Finance, Gary Weintraub says the previous manual processes at Panera were tedious and time-consuming. “We received invoices, printed them off and put packets together for people to sign and approve. Then, we had to manually key all of that in.” Not only were their outdated processes eating up valuable resources, but the paper-based system required the team to be in the office at all times.

Solution: Automating AP Process with AvidXchange Purchase-to-Pay

The Panera team implemented AvidXchange Purchase-to-Pay to organize and manage their invoices digitally. Weintraub says having the ability to do everything online has saved the team time and allowed a remote work environment.



// *The two people on my team that process invoices worked from home even before this pandemic so not too much changed in that regard. Now, our entire company is having to work remote and we're still able to keep up with everything like nothing happened."*

- Gary Weintraub, Manager of Vendor Relations and Finance

Results: Increased Flexibility, Accountability and Time Savings

During the recent COVID-19 pandemic, Panera had to move to a remote working environment. Thanks to AvidXchange Purchase-to-Pay, they can work remotely and keep business operations running smoothly and efficiently. "Without AvidXchange we would really be stuck," said Weintraub.

Prior to utilizing AvidXchange, Panera had five people dedicated to processing invoices. Now only two of those original five are processing invoices and the other three have been repurposed to more strategic areas of the business. "That in itself has been a huge time savings and cost savings in reallocating our resources," says Weintraub.

During COVID-19 specifically, the unified platform holds the team accountable when everyone can't be in the office, while allowing Weintraub to monitor and assist the team with daily tasks. "I'm able to keep up with everything everyone is doing and see what's in their queues. And, if there are ever any questions, I'm able to pull everything up and see exactly what they're seeing."

Weintraub recommends an automation solution to any organization inundated with manual tasks.

"I'm not sure why you wouldn't automate. Everything has been so easy to use and manage and there's always someone available to help when we need it"

-Gary Weintraub, Manager of Vendor Relations and Finance

"Even on New Year's Day this past year we were experiencing user error and needed assistance—we were helped immediately, and the issue was resolved. That's how available they are—someone's there to help all the time, even on New Year's!"

AvidXchange Purchase-to-Pay saves the team valuable time, allows greater work flexibility, and keeps the organization prepared for emergencies that require a remote work setting.

