

## Case Study - CHURCH'S CHICKEN

***Church's Chicken turns to outsourcing to process their documents increasing profitability as a result of the time and money saved.***

Church's Chicken™ is a franchise restaurant founded in San Antonio, Texas in 1952. It is a highly recognized brand name in the QSR (Quick Service Restaurant) sector, and one of the largest quick service chicken concepts in the world.

Church's Chicken is an Accounts Payable client that prior to implementing the WNS/Berkheimer solution, utilized a provider that manually entered each invoice from the paper documents received. Recognizing the value of outsourcing these services, they were able to save time and money by outsourcing 100% of their Finance & Accounting processes to WNS and Berkheimer.

To provide a complete solution to the client, WNS Global Services has sub-contracted the mail opening, image capture and check printing services to Berkheimer Outsourcing. These services that we provide compliment the WNS offshore data service component.

Berkheimer receives work from Church's Chicken at the corporate and store level. Approximately 250 stores send documents such as sales logs, bank deposit slips, and store invoices for processing. These documents arrive from their main office and involve image capture of various accounts payable documents. All documents are received from the client on a daily basis and are scanned and uploaded within 24 hours with the necessary steps taken to ensure the accuracy of the process.

Additionally, a complete reconciliation of paper record to image is being performed to assure that no documents are misplaced or lost. Church's Chicken has quickly recognized the savings they have experienced since implementing the WNS/Berkheimer solution. Not only in dollars saved, but time and resources saved as well.

## RETAIL

### **Challenge**

Church's was relying on the manual entry of each invoice from the paper documents received. They were searching for an alternative to this manual and lengthy process that was used by their Corporate office as well as the individual Stores.

### **Solution**

WNS partnered with Berkheimer Outsourcing to provide Church's Chicken with a premier solution that opens mail, captures images, print checks and provides them with the data entry required to process all of their documents.

### **Benefits**

Time spent processing Church's Chicken documents was substantially reduced with all of the document imaging completed within 24 hours of receipt.



Client Reactions:

*"I was surprised that the solution exceeded our expectations"*

*"Outsourcing the accounting services will cut Church's costs in half compared to keeping these functions in-house."*

To learn more about Berkheimer Outsourcing services, call 866-396-8194, or visit [www.work2berk.com](http://www.work2berk.com).

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