

SMART CITY

SAVING TIME AND MONEY BY “GOING GREEN” WITH *doc-link*™

COMPANY
Smart City

BUSINESS
Communications

FINANCIAL SOFTWARE
Sage MAS 500

“

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NOT ONLY INDEXES
THE IMAGE
AUTOMATICALLY, BUT
LETS YOU LOOK AT
THE IMAGE FROM
WITHIN YOUR
ACCOUNTING SYSTEM.

”

Sujei Llanos
Accounts Payable Supervisor
Smart City

Background

Smart City has been expanding in the hospitality communications market since merging with Centel Facilities Communications, started by owner of the Houston Astros baseball team, Dr. John McMullen. In March of 2001, Smart City acquired Vista-United Telecommunications. Vista-United Telecommunications was the former regulated local telephone company previously owned in partnership by Disney and United Telephone Company, providing local telephone and other services to the local exchanges of Lake Buena Vista, Florida, inclusive of the Walt Disney World® Resort and surrounding areas including Celebration, Florida.

Now a leading provider of event technology services nationwide, Smart City continues to look for innovative ways to meet growing communications needs around the world.

Challenge

The Accounting Department at Smart City was challenged with managing the approval routing process on a manual basis — invoices were simply not moving quickly enough during the approval process. “With paper, we were experiencing a lot of situations where an invoice would end up on someone’s desk and either they would have it awhile or it would end up in the trash,” said Sujei Llanos, Accounts Payable Supervisor. The company needed a way to route invoices to the appropriate personnel without the risk of losing important records in the process, and to receive those approvals back in a timely fashion.

Solution

Wanting to make the approval process for invoices more efficient and motivated to “Go Green”, Smart City started using *doc-link* a little over two years ago. They were especially impressed with *doc-link*’s ability to integrate with their existing software program, Sage MAS 500. Now, all of their accounting records are online, and because everything is electronic, items can no longer get delayed on someone’s desk or inadvertently thrown in the trash. “We’ve really enjoyed the solution so far — it’s done wonders,” said Llanos.

Benefit

Beyond successfully meeting their immediate need to streamline their accounting approval process, Smart City has made massive reductions in storage costs and processing times by using *doc-link*.

Invoices used to take three to five days to physically work their way through the system. “Now we’re down to one day,” said Llanos. And, the time to input invoice data has been cut by 90 percent. What used to take five minutes can now be accomplished in just 30 seconds. “After vouchers are scanned in, employees just need enough time to verify that the data is correct before adding them into the system,” Llanos explained.

doc-link has also streamlined the process for Smart City to work with their auditors. Documents such as packing slips, invoices and other relevant information can be found quickly and easily by searching the *doc-link* repository. “It used to take anywhere from several hours to an entire day to search through paper files, but all needed documents can now be retrieved in as little as 30 minutes,” Llanos declared.

From a cost-perspective, *doc-link* has almost completely eliminated Smart City’s need for off-site storage, saving them \$18,000 per year. Although as a communications company, they are required to store their invoices for a longer period of time than most companies, Smart City can now simply access everything online using *doc-link*. “We don’t really have any physical storage for invoices any more. So, we were able to cut all of those costs,” Llanos said.



Smart City has been so pleased with the results that they've seen using *doc-link* that they are currently looking for even more ways to integrate it into other existing departments. Excited about the additional potential benefits, Llanos explained that they would like to start using *doc-link* for work-orders, work-authorizations and their entire purchase requisition process. She even foresees using *doc-link* to store items such as reports and journal entries as this would help them to save office space by eliminating their paper filing cabinets. Overall, "It's been a great tool," she said. ▲