

Faster Service at Tim Hortons

with **Factura.ai**



Challenges

- Time consuming to manually enter invoice data into accounting system
- Data entry fraught with errors
- Painful to keep track of invoice approval process
- Need to print and store paper copies for audit and reviews

Solution

QSR Group Inc. implemented factura.ai to automate their accounts payable process to speed up processing invoices, entering the data into their accounting system, eliminate data entry errors, keep an audit trail and easily access invoices.

Business Outcomes


- Reduced invoice processing time by 90%
- Boosted productivity by 12x
- Reduced outstanding approval days from 13 to less than a day
- Happier AP department and store managers
- Ability to remotely approve invoices while WFH
- Eliminated printing paper

Famous coffee chain uses
factura.ai to automate their
invoice processing and approval
process

► **Speed is everything for this famous Canadian coffee and donuts shop**

Whether you are grabbing a double-double at the drive-thru on your way to work or hanging out with your friends over some Timbits, Tim Hortons is the iconic Canadian restaurant that has been serving coffee and donuts since 1964. With almost 5,000 locations in 14 countries it is notorious for its speed of service.

Speed is so vital to QSR operators including Tim Hortons. But most focus on what is happening behind the counter without looking at the speed of some of their operations behind the scenes. Slow accounting processes mean employees are making decisions based on outdated information, falling behind deadlines to close books and the inability to scale as a business.



“It’s a wonderful experience and easy for all of us to manage our invoices. Now AP doesn’t have to chase me for invoices :)”

Paul D.
General Manager

▶ **Best-in-class technology means we can compete as a best-in-class organization**

QSR Group Inc. grew from 33 locations across two brands to 45 locations in the past two years. Their 5 year goal is to grow to 100 locations and are on track to achieving their goals. Operating a few stores is manageable from an invoice processing perspective but when you are a multi-unit and multi-brand operator it’s a whole new ball game. It is typical for multi-unit operators to stick with existing processes way longer than needed due to the fear of change. What most operators find after they switch to an automated process is that they regret not doing it sooner.

QSR Group Inc. needed a solution that not only saved them time and money with their current restaurants but also gave them the ability to scale as they grow their restaurant count. Factura.ai surpassed their expectations of how seamless the accounts payable process can be and they do not have to add additional resources to process more invoices as they grow.

Ultimately, of course, there’s a bottom line implication as well. And according to Samantha Reid Accounting Supervisor, “factura.ai has reduced our accounts payable administrative work by ~90% and has improved the time we close our monthly books. We are so happy we moved to an automated AP platform. It’s also a proven foundation for how we manage operations and continue to improve for the future.”