

# Clay Lacy Aviation Boosts Efficiency 35% Using ABBYY FlexiCapture

Clay Lacy Aviation is headquartered at the Van Nuys Airport in Los Angeles, CA, has over 500 employees, has been in the business for over 50 years, and is known for its great people, outstanding service, and legendary aviation experience.

## OBJECTIVES

- Reduce Cost to Process Invoices
- Save Time to Process Invoices
- Increase Processing Accuracy
- Leverage Existing Technology

## RESULTS

- Reduced Labor Costs
- Saved Time in Invoice Processing
- Human Error Significantly Reduced
- Reduced Need for Employees to View Invoices
- System Integrated Seamlessly with Legacy System

## The Client

The feeling of soaring through clear blue skies is what Clay Lacy Aviation (CLA) is all about. Founded in 1968 by an industry pioneer and aviator, CLA is the world's most experienced private jet operator. As the first executive jet charter service west of the Mississippi, CLA wanted to extend that freedom to clients across the country. Over the past 50 years, CLA has grown to serve a very customized clientele from business and world leaders to government agencies, Fortune 500 companies, celebrities, and even sports franchises. Today, it sells, services, and maintains jet aircrafts from every major manufacturer.

CLA is committed to providing the highest level of safety, value, and service to all clients, but they were facing an obstacle to efficiency in the form of invoice volume. With the guidance of Naviant, they implemented ABBYY FlexiCapture, and were able to see efficiency increases of 35%.

## Invoice Overload

As you might imagine, dealing with so many different clients, vendors, and suppliers meant that there was an overwhelmingly large volume of forms coming in the mail. And to complicate matters further, these forms came in virtually every size, shape, and configuration.

More than 35,000 invoices pass through CLA mailboxes each year from around the globe. And the time required to process all of this paper was far too demanding of the staff, not to mention the expenses that were involved. A team of 20 was responsible for processing the high volume of invoices. But some invoices required up to a half-hour to get into the system. With all the handling involved with this setup, it comes as no surprise that errors were frequently a part of the process.

Something had to change. Simply adding more staff was not a good long-term solution because this couldn't address the rising costs or eradicate the processing errors. The organization needed a solution that could fulfill all of these needs, but they also wanted to be able to leverage their existing technology, including a legacy enterprise resource planning system. Clay Lacy Aviation decided it was time to search for such a solution once and for all.

## Transformation by Capture

The team at Naviant helped Clay Lacy Aviation by implementing a complete solution using ABBYY FlexiCapture. ABBYY FlexiCapture is an Intelligent Document Capture platform that helps organizations enhance their processing efficiency while lowering the risks and costs that are otherwise associated.

For CLA, the ultimate goal was to eliminate the need for a human being to see an invoice, unless they could add some value to the process. FlexiCapture ended up being the perfect scan solution to integrate with CLA's legacy enterprise resource planning system. Plus, it works seamlessly with OnBase by passing just the information needed from invoices.

Once the new system was in place, Naviant helped CLA implement even more process improvements. For instance, vendors were encouraged to email invoices as PDF files to a unique email address. So far, more than half of all CLA vendors now use the system, with more expected to come in the near future.

## Efficiency Increase of 35%

The new solution from ABBYY FlexiCapture supported by Naviant helped CLA to ease its inefficiencies measurably. The organization was able to automate its processes, which unlocked a host of benefits. It reduced CLA's error rates to near zero, which helped to accelerate processes, saving CLA a significant amount of time. ABBYY FlexiCapture also helped CLA to reach their goal of eliminating the need to have employees view invoices, except in cases where their input could add value to the process. This extra time also allowed CLA employees to attend to more value-added tasks, which helped to enhance productivity further.

Added up, CLA's efficiency increases since implementing their ABBYY FlexiCapture solution has been 35%, and that's only the beginning. The value of transitioning FlexiCapture to other departments within the organization, such as human resources, is currently on the horizon.

Clear blue skies can mean many things. For CLA, it means the freedom from mountains of paper, and a significant increase in their digital processes' accuracy. Thanks to ABBYY FlexiCapture, CLA is able to continue to provide the best services possible so their clients flying high.

### KEY BENEFITS

- Ability to eliminate bottlenecks by automating data capture to accelerate processing
- Capturing and validating documents, regardless of format or whether they are structured
- Reducing the presence of human error in processing
- Saving significant resources, including time and money