

## Customer Spotlight

# RIDGELINE CONSTRUCTION GROUP, INC.

## Company Profile

Ridgeline Construction Group, Inc., is a high-end, residential construction company based in Greenville, South Carolina, with more than 40 years of experience building unique, upscale homes across the Carolinas. By focusing on only six to eight residential builds per year, Ridgeline can remain hands-on for the duration of each project, ensuring no detail is overlooked. They pride themselves on transparency, attention to detail and building one-of-a-kind, luxury homes.

## Challenge

Ridgeline brings in roughly \$12 million in revenue each year but relies on a single person to handle every aspect of the company's accounts payable process: Office Manager Maggie Josephson. Josephson has more than 19 years of experience in accounting and payroll systems, but her responsibilities at Ridgeline, ranging from overseeing vendor payments to managing new contracts, left her drowning in tedious and time-consuming manual tasks.

At any given time, Ridgeline is juggling roughly 100 vendors with more than 800 total vendors in their portfolio working on different projects. In order to keep things running smoothly, each week, Josephson collects paper invoices that have been coded by the project managers, manually enters the information into the accounting system, double checks the

information with the project manager, makes changes if needed, and then prints, signs and mails checks. The volume of paper eventually became so great, an assistant was brought on just to facilitate the manual processes involved in getting a check out the door.

A delay in the payment process in a market that is heavy on workload and light on labor could make a significant difference in a builder's ability to secure and retain qualified talent. While the revenue generating aspect of the business is on the job site, reducing overhead costs in the office and running efficiently is imperative to remain competitive and profitable.

"Once we were able to convey to the project managers that, even though the old school way was working, automating would save so much time," Josephson said, "not to mention eliminate buying stamps and envelopes, and overall expediting and simplifying the process."

"I am saving roughly one week per month by using AvidXchange and able to focus on other aspects of my job"

- Maggie Josephson, Office Manager

**//** *Now, I push the same button that I used to push to just start the check printing process and the payment is processed and off to the vendor.” – Maggie Josephson, Office Manager*

## Solution

In order to streamline the accounts payable process and ensure quick and accurate payments, Ridgeline implemented AvidInvoice and AvidPay.

AvidInvoice allowed Ridgeline to step away from collecting paper invoices from several project managers, while AvidPay has further simplified the payments process by eliminating the need to write and mail paper checks. Before implementing AvidInvoice, each paper invoice was collected individually, coded by a project manager and entered into the accounting system by Josephson. Prior to AvidPay, the company would cut a check for the work completed, staple the check to the invoice to confirm the correct amount was enclosed and mail it out to each vendor.

What was once a time-consuming, manual process, susceptible to inaccuracies, is now streamlined with AP automation, effectively lowering overhead cost, speeding up the payments process and allowing back office processes to continue running without taking time away from job sites.

## Results

After implementing AvidXchange solutions for invoice and payment automation, Ridgeline’s accounts payable process is more efficient and effective, creating significant time savings for Josephson.

If there is a discrepancy from a subcontractor on the status of a payment, contractors can immediately access the platform from their mobile devices on the job site and track where a payment is. This allows even more transparency in the contractor/subcontractor relationship, a key aspect in this market when it comes to retaining qualified labor.

Additionally, Ridgeline has seen an increase in the accuracy of information with no risk of paper invoices being detached from checks or accidentally misplaced. Now, the information is securely housed in one place and easily accessible from anywhere.

“We started with an entirely manual process and began looking for a third-party check printing company because we were manually printing all of our checks and stapling to each invoice,” Josephson explained. “Once we evaluated AvidXchange and how it integrates with our current accounting system and offers the multiple solutions we were searching for in one platform and lowered our overhead costs, implementation made sense.”

While AvidXchange was the first automation tool Ridgeline implemented, the benefits realized from AP automation have given the company confidence in cloud-based technologies, leading to the exploration of other technologies to implement in different areas of the business to become even more efficient.

With these solutions in place, Ridgeline can take on more projects without having to add staff to accommodate the growth and more easily manage the increased volume of invoices and payments.