Customer
Cracker Barrel Old Country Store

Industry
Retail

Size
70,000 employees
$2.7 billion in revenue for 2014

Location
Headquartered in Lebanon, Tenn.
600+ locations

OnBase Integrations
Infor Infinium HCM
Infor FMS Infinium
IBM AS/400-based, homegrown fixed asset application

Department Using OnBase
Accounts Payable
Human Resources
Tax

Cracker Barrel eliminates paper, boosts AP & HR efficiency

The Problem

As an early adopter of document imaging, Cracker Barrel Old Country Store knew it could maximize efficiency company-wide by extending its scanning solution beyond AP.

But hoping to go beyond just simple scanning, it also needed an enterprise-wide solution that would be easy to implement. Additionally, it had to allow employees to quickly access business-critical documents directly from their line-of-business applications.

That's when the company discovered OnBase by Hyland.

The Solution

Working with LBMC Technologies, an authorized OnBase solution provider, Cracker Barrel first implemented OnBase in HR and, within three months, began rolling it out into other areas of the business.

"It was important for us to expand to other parts of the business quickly – we didn't want to draw out projects," said Mary Thompson, manager of Intranet Services at Cracker Barrel. "The speed and ease with which we could configure, maintain and understand OnBase allowed us to do this."

Reduces paper, speeding up processes in HR

With a workforce of 70,000, Cracker Barrel's HR department needed electronic document management for all of its employee personnel files as well as processes like recruiting, hiring, payroll, taxes and regulating policies.

Regarding new hires, OnBase automates most HR processes. When staff import employee documents into OnBase, barcodes provide automatic indexing so the solution automatically adds the document to all appropriate workflows, eliminating manual processes while creating an auditable trail.

Documents are also automatically associated with the correct employee file and accessable anytime from anywhere for employees with the appropriate user rights. By automating these manual processes, HR staff now have time to focus on their jobs and important initiatives, not searching for paper.

Eliminates 60,000+ AP documents monthly, adding process control and efficiencies

With OnBase, Cracker Barrel accommodates a variety of invoice delivery methods including paper, EDI and COLD data streams. Staff scan and index invoices into OnBase, which automatically updates the department's ERP, Infor FMS Infinium.

For Cracker Barrel's AP department, removing the more than 60,000 physical documents a month added visibility and control to its business processes.

"Going paperless with OnBase brings efficiencies and control to business process workflows that usually start with a piece a paper," Thompson said. "There is no end to what we can do now."

The Difference

Provides instant information access: Cracker Barrel recognized that its employees could work more efficiently with instant access to the supporting documents they needed to make decisions. OnBase allows staff to access this information directly from their line-of-business applications.

Reduces low-value work: Before OnBase, HR had an entire imaging department dedicated to scanning paperwork for backup and retention purposes. By digitizing content and processes with OnBase, Cracker Barrel reassigned imaging staff to needed areas of the business.

Eliminates physical document retention: "Documents generated from our retail PO system that need to be retained for compliance initiatives are now converted to PDFs and imported to OnBase without ever seeing paper," Thompson said.

Transforms tax reports: The tax department manages documents and information by importing COLD report data streams from its general ledger and tax systems. OnBase automatically indexes these and makes them text searchable should they ever be needed for an audit.

Learn more at **OnBase.com ››**

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