

## CASE STUDY

# The Rawson Group

## PART ONE

The Rawson Group, a renowned franchisee of 21 Wendy's restaurants across Staten Island and New Jersey, has been committed to growth and excellent customer service since its inception in 1983.



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### INDUSTRY

Restaurant Franchisor

### LOCATION

New Jersey & New York

### WEBSITE

[therawsongroup.net](http://therawsongroup.net)



## About The Rawson Group

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The Rawson Group was founded in 1983 by John V. Rawson, Jr. It began as a franchise of five restaurants. The Rawson Group now owns and operates 21 Wendy's restaurants and boasts some of the highest sales numbers in the New York metropolitan market. They are ranked as one of the Top 200 Franchisees in the US by the Restaurant Finance Monitor.

## Challenges Solved by Paperwise

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Like many fast-growing companies, The Rawson Group was looking for a paperless solution to save cost and improve efficiency. IT Manager Bassem Elsayed was determined to get their paperless initiatives over the goal line in three key areas: HR, maintenance service operations and invoice processing.

Regarding their HR processes, Elsayed from The Rawson Group tells us, "unemployment insurance can be a big expense in the fast food industry and so documentation through writeup forms is crucial." Instead of printing a form, writing up an employee and asking the employee to sign the form for proof against unemployment claims all forms are submitted, signed and filed away electronically. "That way employees are never in the dark about write ups and no forms are lost."

As for maintenance operations, The Rawson Group experienced further difficulties with paper-based processes. With 21 restaurants, the building maintenance department would receive many different requests. As there is no way to predict when a new call might come in, the manager would often have to stop work on one job to make time to schedule maintenance work at another location with outsourced vendors. That would often slow work and result in missing paperwork or follow up.

The Rawson Group's Accounts Payable department suffered similar difficulties. "When AP invoices arrived, they fell into a long paper trail," said Elsayed. "The District Manager would come into the main office to review a large folder filled with invoices." Of course, this would contribute to inefficiencies and errors in documentation. With Paperwise's help, however, The Rawson Group has undergone significant improvements in regard to how they handle operational processes.





## Solutions & Benefits Realized by the Rawson Group

When it comes to their HR processes, The Rawson Group tells us, “We hire 60 or more new employees each week,” says Elsayed. “We were able to automate the new hire process with Paperwise. Now when someone applies, their information is archived electronically and when they are hired that information can be sent electronically to Microsoft Dynamics GP. Paperwise has eliminated 15 minutes of work per new hire or about half of one full-time employee’s time.” Employees can also see all paycheck history, W2 forms, benefits, handbooks, newsletters and more in the Paperwise portal.”

Regarding maintenance operations, the maintenance request system has been effectively streamlined using Paperwise’s automation capabilities. “Now all maintenance work is scheduled using an app built on Paperwise’s Rhooster automation platform,” says Elsayed. “Instead of stopping work to take calls, the manager receives requests electronically through Rhooster and can send the right vendor a text or email through the system.” Additionally, all requests are tracked electronically making follow up and payment approval faster and easier.

Finally, Paperwise was able to simplify invoice processing as the approvals can now be routed electronically and matched with information about when the requests are made. The length of time to fix the issue and all approvals can be made based on matched data. As a result, approximately 90% of invoices match to amounts and maintenance tickets greatly reducing the time and expense involved in invoice approval.

Overall, The Rawson Group has seen significant improvements in efficiency and cost savings since implementing Paperwise’s solutions. They have been able to streamline their HR, maintenance operations, and invoice processing processes, resulting in time saved and a reduction in paper-related expenses. Not only that, but the transition to paperless has also helped improve communication and organization within the company.



21 RESTAURANTS



60 NEW HIRES A WEEK



15 MINUTES SAVED PER NEW HIRE



## Does the Rawson Group Recommend Paperwise?

The Rawson Group recommends Paperwise to businesses looking for an efficient and cost-effective solution to paper-based processes. The benefits speak for themselves, as the company has been able to save time, reduce expenses, and improve overall operations since implementing Paperwise's solutions. Additionally, the transition to a paperless system has also contributed to a more organized and environmentally-friendly workplace.

Today, The Rawson Group continues to rely on Paperwise for their HR, maintenance operations, and invoice processing needs. As technology continues to advance, The Rawson Group is confident that Paperwise will continue to provide innovative solutions for their evolving business needs.



Paperwise has eliminated 15 minutes of work per new hire or about half of one full-time employee's time.



**Bassem Elsayed**  
Director of IT & Training  
The Rawson Group

### The Rawson Group's Favorite Features

**SYMPHONY BY PAPERWISE**

**ABLE TO SEND APPROVALS**

**ABLE TO SET BRANDED LANDING PAGE**

Explore the Value of Paperwise

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