

CASE STUDY

The Rawson Group

PART TWO

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.



INDUSTRY

Restaurant Franchisor

LOCATION

New Jersey & New York

WEBSITE

therawsongroup.net



About The Rawson Group

With the exponential growth in operations of its 21 Wendy's restaurants, Rawson realized the need for a reliable, streamlined employee document management process. Through a recommendation from a trusted vendor, they chose Paperwise, a provider of process automation solutions for businesses of all types.

Paperwise has been catering to Rawson's unique needs for four and a half years. With over 140 existing users in the system, including all offices and management teams, this number is expected to gradually increase to up to 700 users upon additional training rollout.



Before Paperwise, Rawson had to rely on manual paper-based processes that caused inaccuracies and things to get misplaced, making retrieving write-ups a time-consuming and frustrating task. With Paperwise streamlining the process, Rawson has been able to save time and improve accuracy in their documentation.

Where is The Rawson Group Today Since Their Last Case Study with Paperwise?

Since our last case study with The Rawson Group in 2022, the company has made significant advances in its operations, driven by its continued partnership with Paperwise. Notably, The Rawson Group has incorporated increasingly advanced technologies, including mobile devices, to streamline their processes and achieve new levels of efficiency.



In particular, the Microsoft Integration with the Paperwise system has been highly useful for The Rawson Group, allowing them to seamlessly integrate their payroll processes with Paperwise's Payroll Cabinet feature. This has enabled the company to automate the copying of checks and make them easily accessible for the entire crew, as well as integrate with their onboarding platform, People Matter.

Currently, The Rawson Group continues to enjoy seamless operational processes and document handling, praising the product for its accuracy and ability to eliminate paper-based processes.



Rawson's Day-to-Day with Paperwise

The Rawson Group has been using Paperwise for multiple projects, including a major one that has connected the field with the corporate office, employees, and vendors. Over the past two years, they have been building the maintenance component of this project, which has streamlined many processes and brought people together.

The comprehensive approach provided by Paperwise allows for a seamless process from when a maintenance ticket is created to when a manager confirms that the job has been completed. This ticket is then sent to the vendor via text or email, and an invoice is uploaded and sent to the AP team at The Rawson Group. This process has helped to identify unauthorized charges and has eliminated fraudulent activities. With the Paperwise system in place, significant time is saved each week, and the maintenance manager can put in tickets at any time.

Prior to using Paperwise, staff members at The Rawson Group would have to go into the office and be given a stack of paper containing invoices, then wait for the manager to answer any questions regarding certain documents. The ticket system from Paperwise has cut down on this time-consuming and inaccurate process. The Rawson Group has found that the Paperwise system helps with organization and helps them to remember any maintenance-related tickets as opposed to relying on paper notes. Overall, the system has proven to be a time saver and has facilitated accuracy for The Rawson Group.



140 USERS & COUNTING



4.5 YEARS AS A PAPERWISE CUSTOMER



20 HOURS SAVED PER WEEK WITH ONBOARDING



Challenges Solved by Paperwise

The Rawson Group boasts of being the top user of Paperwise due to its effectiveness in solving various operational challenges. Specifically, they utilize the accounts payable module for approval processes and district manager validation of invoices, thereby fast-tracking the payment of suppliers. Moreover, the cloud-based storage and filing cabinet feature is utilized to index bills and save them, which ensures that documents are secure and readily accessible. Their payroll department also benefits from the Paperwise system as employee files are systematically stored in the cabinets, having separate folders for active and inactive personnel.

Such a system enables seamless interactions between the field and the office. For example, 401K and management forms are entirely digitized, significantly reducing paper usage and enhancing efficiency. Additionally, Paperwise allows the management team to modify critical employee details such as tax information, addresses, and clocking in/out on downloadable forms, which can be sent to headquarters, leaving a digital trail.

Using Paperwise's corrective action form has brought significant cost savings to the labor department. By sending it to employees via text or email and allowing them to sign off, the form goes straight to the payroll cabinet, saving time and eliminating the need for a paper trail. This has streamlined the payout process when employees quit and eliminated the risk of losing critical paperwork.

The employee portal onboarding platform is also integrated with Paperwise's system, which automatically syncs user profiles with all filed information. As a result, the payroll cabinet is organized around employee needs, thus enhancing productivity and reducing the likelihood of errors. Additionally, integration with the payroll system ensures seamless reflection of payroll, benefits, and other related documents.



Does Rawson Recommend Paperwise?

The Rawson Group’s IT Manager has been working with Paperwise for four months now, and they have nothing but positive things to say about their experience. They’ve reported that there have been no challenges since the two teams began working together, and the working relationship between the Rawson Group and Paperwise is excellent.

In terms of responsiveness, the IT team at the Rawson Group has found Paperwise to be very professional and quick to take action. The Rawson Group particularly highlights the help desk for their swift and efficient response to any issues that arise, as they can jump on a problem within minutes, so any system issues are dealt with quickly and efficiently.

Regarding the system’s reliability, the Rawson Group is happy to confirm that Paperwise is trustworthy. Their migration to Symphony from their previous Paperwise system has gone smoothly; the Rawson Group plans to work with the company to make the system even more user-friendly over the next year.

When asked if The Rawson Group would recommend Paperwise to others in their industry, their response is a resounding yes. This is because of their excellent support, reliable system, and increased efficiency and accuracy in document handling. Overall, the product continues to be instrumental in helping The Rawson Group achieve operational success.



The Rawson Group’s Favorite Features

SYMPHONY BY PAPERWISE

ABLE TO SEND APPROVALS

ABLE TO SET BRANDED LANDING PAGE

Explore the Value of Paperwise

[SCHEDULE A DEMO](#)