We interviewed:

LYNN GABRIEL
CHIEF OPERATING OFFICER

MAINSTREAM FIBER NETWORKS

Mainstream Fiber Networks - A Procurify Success Story
“When you’re buying expensive items in large quantities, it becomes frustrating when you can’t keep track of it. And if you can’t keep up and track the expenses that you actually have in one location, that really starts to hurt the business.”
“We were reconciling for credit cards that we use for purchasing and Excel was just making it more complicated.”

3 Areas of Success

Increased visibility into company spending

Fast adoption because of simple interface

Making better purchasing a company wide goal

A growing team in the heart of America, Mainstream Fiber Networks was beginning to feel the stress of a growing business with more buildings, projects and purchases to handle. By moving away from paper and Excel, Mainstream Fiber Networks used Procurify to implement a new purchasing process which gave the executive team more visibility into spend and spread accountability to the entire company.
When Lynn Gabriel came on as the new chief operating officer there were a few areas of the business to improve and fixing the purchasing process was high on the priority list. Without a purchasing process in place information on what was being spent, the status of orders and generally the flow of goods entering the company was becoming an obstacle. Inheriting a system based on email and excel, she needed a system that made people’s lives easier.

Lynn explains, “Finance wise the fact that we do a lot of purchasing on our business credit cards, our CFO wasn’t seeing any of the receipts or invoices and sometimes even being able to find the purchase orders was difficult. It was just all being filtered through email and that was the biggest reason that we looked to handle purchasing because we didn’t have anything. We were starting to go crazy not being able to keep track of all the spending we were doing, it wasn’t an easy time.”

“The biggest problem we were having was our CFO wasn’t receiving the information that he needed.”
“It’s kind of sexy looking, I mean gosh I worked on Quickbooks for six years. Initially that’s why I liked Procurify so much because it was not Quickbooks or Excel!”
A SIMPLE USER INTERFACE HELPED US IMPLEMENT QUICKLY

In the process of looking for a new system that could help the company. It started to become clear that a simple experience focused system was going to be important. With experience using older style systems and having an arts background, simplicity was not only something Lynn was looking for, it was something that promptly helped the team find value.

“Setup was simple and straightforward. Especially with some of the features the system has, it made it easy for me to do things like update orders and vendors. That made my life so much easier.

Other program we had been looking looking at were so much like Quickbooks and I did not want to keep running the business and work with something that looks like that.

“I could go in and manage the roles and access how my team needed access to different features. That I could go in and manage their role makes my work so much easier.”
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Making the system available to the entire team was also something Lynn was looking to do. Being able to give people in the field a tool where they can request, regardless of location, helps ensure that they are taking the proper steps in helping improve the process.

“Using the mobile is great. We’ve been able to take pictures of things even when we don’t have the packaging. I just take pictures on the mobile app and if I need to check on my desktop the pictures are right there too”

“When somebody puts in a request or does a quick order. It’s not like e-mails me and I just don’t dread it. I don’t mind just clicking on the order and easily finding the information I’m looking for. When I have to look at something and want to go back and put in an invoice or a shipping number, I go into the order and update it. Having a search bar to type in the vendor or order information and easily find a P.O. helps me check what we’ve ordered and that to me, that just makes it easy.”
“Since training was so easy we stopped allowing purchase requests to come through email and got everyone on Procurify. Procurify helped us make our team more accountable for the work they need to do, where before they would rely on purchasing department to do everything.”

SUCCESS

In Procurify we mainly do PO’s and tracking. The biggest change with having Procurify now is that we actually communicate and talk about what we’re buying for projects. It’s not reactive for projects, it’s not just something where we say “oh well someone bought something for that project.” Now it’s like “oh, I need to purchase this and I know purchasing needs to shop around for vendors. I got to get my request in a week ahead of time.”

It’s that we communicate and that we actually have a process. We have a process and we have never had that before. So and now our CFO doesn’t worry as much anymore about what we’re spending money on because now he can ask me “Hey you know can you send me a PO of this purchase?” I can send that right over time and he knows everything about that purchase.
“Final Thoughts

“If I had advice for someone looking for a solution it would be that is just that paper itself is so overwhelming. And if you already feel like you’re so disorganized with files you can hold in your hand and whatever’s on your desk that you know Procurify is really great because it helps keep you organized. You don’t have to have all them be on paper, you can just go shred it because you have it all right there on your computer.”

“At first you may not feel organized with a new system but you really are. Just one click and all your receivable information and everything is there. And the paper didn’t have to be on your desk or on a file or anything like that because it’s all there in Procurify.”

“I envision procurement actually becoming a bigger department and having Procurify would be such such a nice easy easy way to introduce our processes to future employees.”

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