



## SourceDay and rf IDEAS

How a leader in identity access management technology partnered with SourceDay to improve ERP data accuracy and transform its PO management processes, **resulting in a near-perfect 98% on-time delivery rate.**

**96%**

**Reduction in invoice price verification.**

**98%**

**On-time delivery.**

### THE CUSTOMER

rf IDEAS is a globally recognized provider of WAVE ID® credential readers for authentication and logical access. The company's readers deliver trusted solutions for single sign-on, secure printing, time and attendance, visitor management, and mobile authentication. With a history of innovation and dedication to meeting enterprise customers' diverse needs, rf IDEAS serves a variety of industries, including healthcare, manufacturing, finance, government, and education.

### LEAD

Keith Johnson, Supply Chain Planner, rf IDEAS

### THE SITUATION

rf IDEAS designs all of its own products and works with contract manufacturers to bring their industry-leading WAVE ID readers to life. Each reader contains an etched PC board that manufacturers then add 35-40 components to before it gets cured, cabled, and put into its housing. All of this requires a lot of coordination with suppliers to confirm part availability, pricing, and delivery dates – which equates to Keith and his team having to manage 500-600 POs at any given time.

The PO management workflow was extremely resource-intensive and entirely manual. Once a PO was created, it was emailed to a supplier with no guarantee that they'd respond and acknowledge the order. It was up to the team to remember to follow up on hundreds of POs. If and when confirmation was received over email, they had to manually capture shipment and arrival dates, along with pricing details, and make sure that data was transferred into rf IDEAS' ERP system. Clarity was needed on where things stood with each supplier and the status of each PO.

Not only did maintaining POs have a high labor cost, but the team spent upwards of 20 hours a month managing POs from start to finish. The inefficient, error-prone process led to costly data inaccuracies that negatively impacted customer delivery and created confusion in accounts payable when invoices didn't match the pricing reflected on the PO. The team knew the process was untenable and went looking for an answer.

“Whenever you evaluate a new software tool like SourceDay, there’s always a bit of trepidation about whether it will actually work as advertised,” said Keith Johnson, Supply Chain Planner at rf IDEAS. “SourceDay delivered on all of its promises, the internal implementation went fantastically smooth, and the platform was overwhelmingly accepted without issues by our suppliers. We’ve been impressed with the automation and no longer have to worry about manually transferring shipping and pricing details from email into NetSuite. Plus, if something changes with a PO along the way, it’s automatically updated in the system.”



### THE CHANGE

When a member of the buying team saw a demo of the SourceDay platform at SuiteWorld, he knew he had found a solution to their PO management challenges. Keith oversaw the implementation process at rf IDEAS and instantly saw how easy and intuitive the SourceDay was to use. Additionally, nearly all of rf IDEAS' 40 suppliers quickly onboarded with SourceDay, which was important for Keith and his team to be able to streamline PO acknowledgment and increase communication around potential delays or bottlenecks.

“Before using SourceDay, I **would get 40-50 emails a week** from accounting asking if a price was right. Now, I only get 1-2 from them a week,” said Keith Johnson, Supply Chain Planner at rf IDEAS. “Now I can focus on taking care of the business, not taking care of the price.”

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## THE RESULTS

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After deploying SourceDay, Keith saw an immediate transformation in his workload and the entire PO lifecycle management process. SourceDay’s seamless integration with their NetSuite ERP proved to be a huge time saver and closed the communications gap with suppliers. With one click of a button in SourceDay, updated PO information is automatically transferred to NetSuite within minutes, eliminating at least four **hours of manual data entry work a week** for Keith.

Using the SourceDay platform has also dramatically **improved on-time delivery to 98%** as a result of visibility into reliable delivery dates and increased engagement with suppliers who can now proactively flag changes in the system.

This confidence in OTD SourceDay brings to rf IDEAS is helping Keith and the team manage overstock as well. rf IDEAS had made a significant purchase of ICs to weather the uncertainties of a global chip shortage. With SourceDay, they have been able to reset stocking levels to normal and accelerate time to revenue, enabling them to deplete the current overstock levels. As a result, Keith expects to grow the business by \$10-12 million in the first two years of using SourceDay without increasing inventory.

SourceDay is delivering positive impacts to other parts of the business, too. The benefits of maintaining POs with newfound levels of efficiency and accuracy have resulted in the accounting team experiencing a significant reduction in invoice discrepancies.

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