



CASE STUDY

Gibbons Hospitality Group

COMPANY BIO

[Gibbons Hospitality Group](#) is based in Whistler, British Columbia, Canada, and has been a leader in the resort town's hospitality scene since 1979. They opened the resort town's first pub in 1979 and have since grown into developing a hospitality group, a festival and events team, a beer and spirits division, and a travel content initiative called Gibbons Life. They run restaurants, bars, a spa, a hotel, music venues, travel services, and festivals across Whistler. Their core purpose is simple: they want to make people happy.

“Quadi^{ent} AP definitely helps us process invoices more efficiently. And we can be sure the correct person approves everything. It's really a massive game changer from how it used to be”

Kristie Dutton
Finance Manager, Gibbons Hospitality Group.

CHALLENGE

With such a large group of businesses under the Gibbons umbrella, they relied on manual processes to handle 1,400 a month. Things were slow, scattered, and siloed. They had managers and approvers who were on-site at events but had no access to desktops or laptops. They needed to improve efficiency and accuracy and ensure they were paying vendors on time.

SOLUTION

They were introduced to Quadi^{ent} through [BAASS](#), a Quadi^{ent} partner. Having remote and paperless options was essential for efficiency. [Quadi^{ent} AP](#) also integrated seamlessly with their accounting software, [Sage](#), for complete control over their entire AP process. They automated the invoice process and enabled real-time reporting on invoices as they progressed from purchase order through coding, approvals, and finally payments.

RESULTS

- Began processing a greater volume of invoices more efficiently and ensured that the correct approver approved everything.
- No more duplicate invoices – Quadi^{ent} AP flags duplicate invoice numbers.
- Missed or double payments have been eliminated.
- Smooth collaboration between remote and office teams – everyone looks at the same information that updates in real time.
- Vendors are always paid on time.

ACCOUNTING SOFTWARE

Sage

INDUSTRY

Hospitality

CHALLENGE

Gibbons operates 27 legal entities under its umbrella and processes over 1,400 invoices per month. Before automating their AP workflows, Gibbons struggled with inconsistent invoice handling. Laborious, paper-based AP workflows prevented approvers from accessing the correct documents at the right times. They had different managers working different schedules, on different days, at varying hours—so getting everyone in one place to review and approve the invoices was a challenge.

“Having so many different businesses and so many different managers and people within the venues receiving spreadsheets, they go off the formulas, there would be incorrect information, and they’d lose receipts,” Kristie Dutton, Gibbons’ Finance Manager, explains. “And then, collating all of that together and waiting for approval was a really long process. And obviously, employees want their expenses paid quickly.”

Time-consuming processes and constant delays were another challenge for the Gibbons team.



One thing that can sometimes delay our AP team is getting clarification from whoever purchased the item of what the actual item is for on the invoice. So one thing I like to use in Quadient AP is the ‘invoice audit log’. We use this to see descriptions and confirmations from the team that things are going to the right spot. It’s a super handy feature that breaks down the process of how the invoices have gone through our system, and that way we can catch mistakes at the earlier stage, ensure that those invoices actually get corrected and quickly enough that they’re included in the same payment batch as opposed to waiting until it’s exported.”

Kristie also, says that the approval process was ‘fast and loose’ before they got Quadient AP. Now, having multiple approval channels based on invoice amount and expense accounts ensures the right people approve the correct invoices. Having a single central system and sending expenses straight to Quadient AP immediately eliminates the risk of missing invoices.

Julia Irwin, Gibbons' AP Supervisor explains: "We have different approval bands – for example, general managers can approve up to a certain amount, then it's the director of operations, next the director of finance, then it goes up to our chief integration officer. So we're able to create tiers with different approval channels based on amounts, and we also have a scorecard on processes for our given systems. So this just ensures accountability that GMs approve on time, because we know it's easy for them to do so. We give them two days to jump in and approve everything before we start processing payment batches."

As a bonus, Kristie adds that they also don't use any paper filing anymore, which helped free up some office space from clunky filing cabinets.

SOLUTION

After recognizing the need to upgrade their clunky, scattered processes and to automate AP, Gibbons was introduced to Quadient through BAASS, a tech consulting firm and Quadient partner. "I've been using Quadient AP now for coming up on five years," Kristie says. "Going paperless has been a massive improvement to efficiency, and being able to access the platform from anywhere has really enabled our team to transition initially to fully remote during the pandemic, to now having a hybrid work environment."

Because Gibbons has a large group of businesses under their umbrella and many managers, many of whom are on-site at venues, they can easily approve invoices from their phones in the app. "With the mobile app, especially for our general managers, if they patch something on the go, they can take a picture of it straight into the app and submit their expense claim. We have one approver for all expense claims across the business, so she'll review those. And it just flows them straight into our regular AP cycle. It definitely helps us process invoices more efficiently and be sure the correct person approves everything. It's really a massive game changer from how it used to be."

Onboarding Quadient AP was a no-brainer because it integrates seamlessly with Sage, giving them complete control over their entire AP process. They automated the invoice process and got real-time reporting on their progress from purchase invoices through coding to approvals and final payments. "Everyone can log into Quadient AP from anywhere and see all the invoices and their current statuses," Julia says. "We do all of our heavy lifting within

“The greatest asset of using Quadient AP is definitely saving time. I think anyone who's ever worked in accounting knows that manually coding everything is time-consuming, so having all of that automated and having us come in only for the final steps and to ensure things are correct is a huge time saver. It allows us to focus on other areas and find efficiencies elsewhere in the business. And then a close second is being paperless, being able to work from anywhere.”

Kristy Dutton
Finance Manager, Gibbons Hospitality Group

Quadient AP. So, the uploading of the invoices, coding them, pushing them through the approval channels, and then hitting export. And then the exported invoices show up in Sage. And once it's time to pay vendors, we essentially hit the 'create payment batch' button that auto-generates a batch with all the outstanding invoices."

RESULTS

- Increased visibility for the team to monitor which invoices have been approved and which are pending.
- Ability to view and approve invoices through a mobile app while on-site.
- No more duplicate invoices – Quadient AP flags duplicate invoice numbers.
- Missed or double payments have been eliminated.
- Smooth collaboration between remote and office teams – everyone looks at the same information that updates in real time.
- Vendors are always paid on time.
- Line of sight into upcoming expenses and large incoming invoices at any given time.
- Reports and data are easily pulled for visibility across the entire team, including senior leadership.
- Time saved on manual processes and the ability to focus on driving value in other areas of the business.