



CASE STUDY

Ralph S. Inouye Co. Ltd (RSI)

COMPANY BIO

Ralph S. Inouye Co., Ltd. (RSI) is a mid-sized general contractor in Hawaii, with an annual volume of approximately \$70 million. Since its founding in 1962, they have played an integral role in the growth and development of Hawaii, working on a diverse range of commercial buildings, renovations, and engineering projects for federal, state, and city agencies, as well as private entities.

“We saw an immediate decrease in our AP workload and we’re able to focus on higher-value tasks.”

- Wes Mikuni, Chief Financial Officer, RSI

CHALLENGE

RSI was processing paper invoices by manually coding and distributing them to managers for approval. Issues with this process included lost or misplaced invoices, delayed approval periods, difficulty adding supporting documents to the invoice packet, and manual data entry into the accounting system.

SOLUTION

To reduce the manual workload, RSI began exploring options for an accounts payable (AP) automation provider. As a client of First Hawaiian Bank (FHB), they were introduced to Quadient’s AP solution. Through Quadient’s partnership with FHB, RSI was identified as a great fit for the solution. After evaluating other options in the market, RSI ultimately chose Quadient AP. Following the implementation, RSI successfully managed a higher volume of work without needing to hire additional staff, allowing their team to focus on more strategic priorities.

RESULTS

- Pre-coded invoices helped save time and labor.
- 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 without being desk-bound.
- The team gained more time to support value-added activities.

ACCOUNTING SOFTWARE

The Construction Manager (TCM) by Infor

INDUSTRY

Construction



CHALLENGE

RSI's lean back-office team was inundated with routine duties, relying on manual systems and paper files to manage their accounts payable. A manual process presents several challenges for a construction company, particularly when projects are large, complex, and involve numerous subcontractors, suppliers, and change orders.

RSI was processing paper invoices by manually coding and distributing them to managers for approval. Some issues with this process include lost or misplaced invoices, delayed approval periods, and difficulty adding supporting documents to the invoice packet. It also required a significant amount of effort and physical space to file and store invoices, as well as time spent searching for old invoices and manually entering data into their accounting system.

SOLUTION

Wes led the company from manual paper-based processes to using AP automation from Quadient. After implementing Quadient, they were able to handle a higher volume without additional staff, and Wes and his team were able to focus on more strategic priorities.

Now that the RSI team is using Quadient AP, they request that all vendors and subcontractors submit invoices via email. Wes's team reviews them for accuracy, but the system will pre-code invoices, which saves them time. Coded invoices are forwarded through the workflow for approval, and the system monitors which invoices have been approved and which are pending. Managers can use the Quadient AP app on their phone to approve tasks even when they are not at their desks or on their laptops. Additionally, finding copies of old invoices has become much easier.



"The timing of the implementation of Quadient AP really lent itself to accommodate our company's growth. We can handle a higher volume without needing to hire additional staff. I'm able to spend more time on treasury management, risk management, human resources, and researching IT/AI technologies for future planning."

- Wes Mikuni, Chief Financial Officer, RSI



RESULTS

RSI saw an immediate decrease in their AP workload, and the team has found more time to focus on higher-value tasks. Wes also says that something particularly worth noting is that the Quadiant AP app is intuitive, so with very little initial training, he and his team were able to jump in and start loading invoices into the system immediately without running tests or parallel environments. Once they were comfortable processing one aspect of AP (subcontracts), expanding to other types of invoices (materials, shop, general admin, etc.) was intuitive.

- The ability to handle a larger volume of invoices without hiring additional staff.
- Customized views based on various criteria (owner, project, vendor name, paid status, etc.) made it easy to locate any invoice.
- The CFO and the team were able to dedicate more time to higher-value financial activities, such as treasury management, risk management, human resources, and researching IT/AI technologies for future planning.