

fidesic

AP AUTOMATION SUCCESS STORY

# Company Culture Puts Customer Success First

BADGER PAPERBOARD WINS WITH FIDESIC'S EASY ONBOARDING PROCESS



WWW.FIDESIC.COM

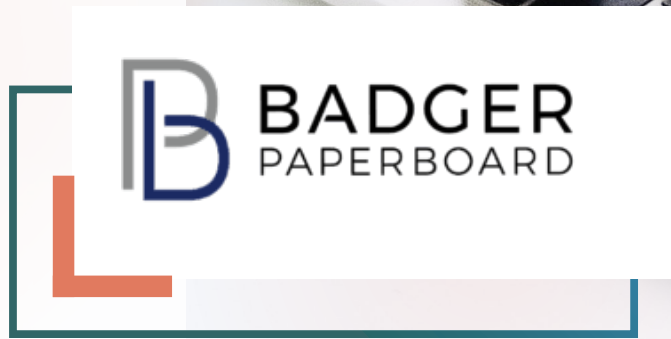
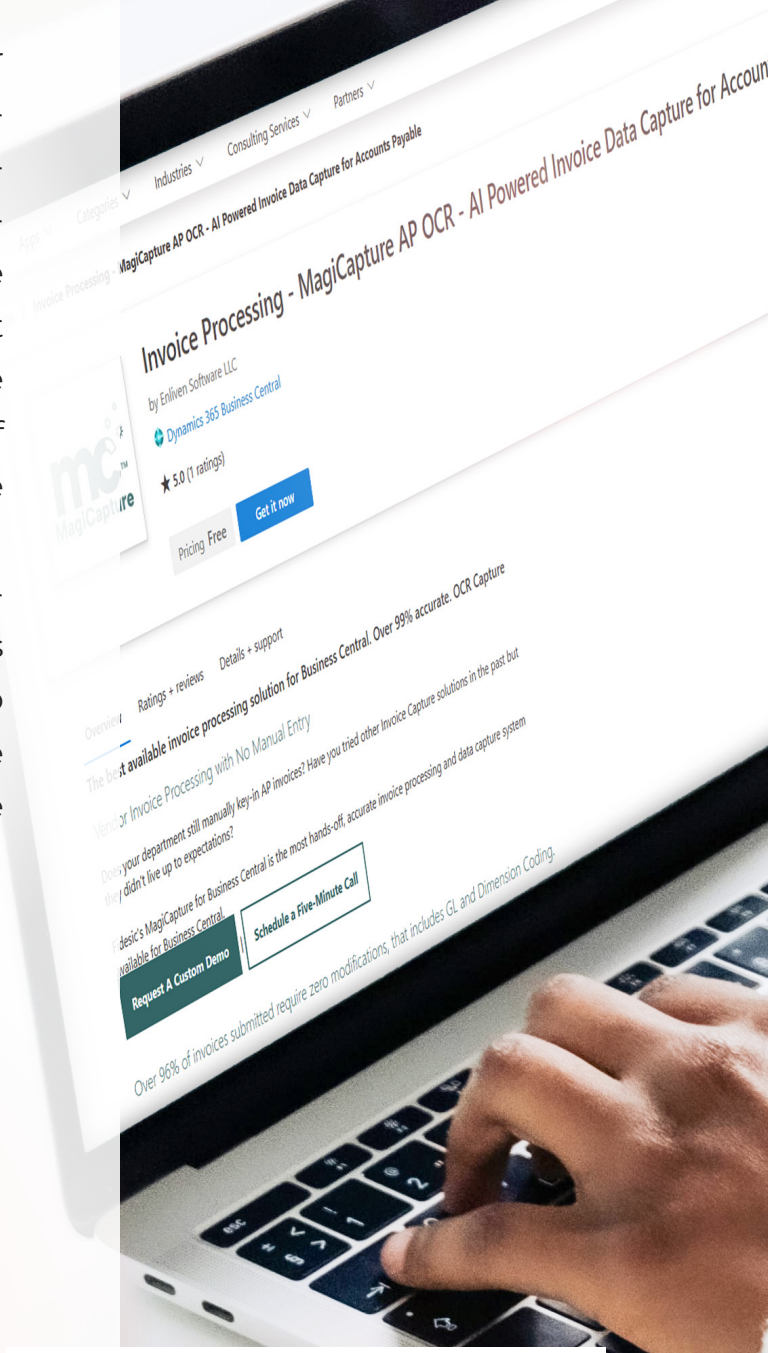
INTRODUCTION:

# Getting Started with Fidesic Free

Badger Paperboard was looking for help with their accounts payable processes. They found many AP Automation providers love to make big promises, but at Fidesic, helping customers is at the core of who we are. We build relationships that allow us to deliver on our promises. So when one of Fidesic's previous customers joined the staff at Badger Paperboard, she told her team to give us a try.

We offer a completely free version of our software and prioritize making the set up process as simple as possible. Badger decided to take us up on that offer. Within weeks of installing the free version, they were off to the races with a more efficient AP process thanks to Fidesic.

Badger Paperboard is a custom paperboard converter specializing in packaging and shipping materials. With D365 Business Central's limited AP functionality, they needed an AP extension that was easy to get up and running.



## The Challenge

Badger Paperboard sought out a robust AP automation solution that would work directly with their existing ERP system (Microsoft D365 Business Central). Avoiding a lengthy implementation was high on their list of priorities. They tried several different options, but they were left disappointed each time, until their employee who had worked with Fidesic at a previous job recommended us.

AP Manager Pamela Francis had used Fidesic with a previous employer and she has been a Fidesic fan ever since. When she told the team at Badger Paperboard about Fidesic, they were intrigued by Fidesic Free.

By getting started with the free version, the Badger team was able to install the Fidesic module directly into their Business Central system using Microsoft AppSource. Because Fidesic prioritizes simple set up, the Badger team was able to effortlessly sync their data, and immediately began processing invoices using “MagiCapture,” all without having to even give us a credit card number.

“Fidesic was able to provide more in their Free version than other solutions we tried could offer during a full implementation. Their team knows the ins and outs of BC, and were happy to help where we needed it, and leave us to set things up where we didn’t need help.”

## The Solution

Unlike typical AP Automation deployments, Fidesic made it easy for Badger to set up their free plan on their own. Despite being a self-service setup, the Fidesic team was on standby, ready to provide help wherever it was needed. Human touch service was one of the biggest reasons Pam endorsed Fidesic in the first place.

Our team worked closely with Badger’s IT team to ensure a smooth and rapid onboarding process that met their needs. Fidesic’s ability to support their journey went beyond just quick responses, we provided practical advice, taking time to keep them on track and deliver technical changes to meet their specific needs.

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# The Results

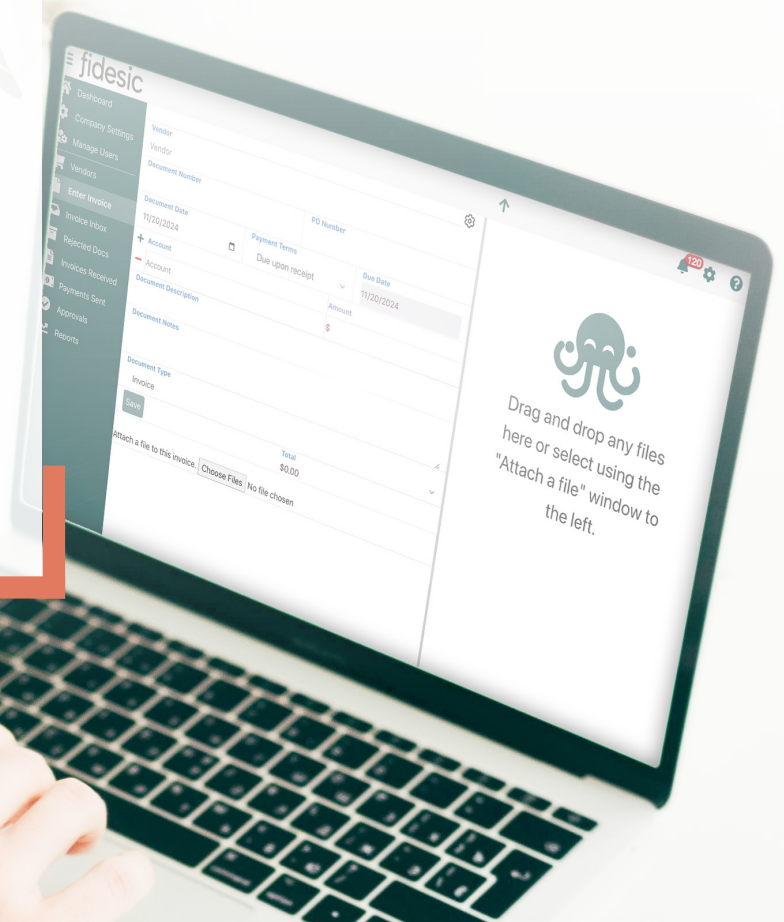
**Invoice Capture:** Within a few weeks, Badger had a fully operational AP automation solution that integrated directly into their Dynamics BC system. Our promise of 96% hands-off invoice processing delivered, and significantly reduced their need to manually enter and adjust invoices. There's no manual template management, and no complex configurations are needed initially to get off the ground.

**Approval Workflow:** Additionally, our staff was able to work directly with the Badger team to build out a workflow that met their approval needs exactly.

The best part is that our system is designed to continuously learn and improve with each invoice processed. This adaptive nature means Fidesic is ready to grow with your company without having to continually add more overhead.

**The Difference Maker:** Fidesic's culture of being genuinely invested in our customers' success is why users like Pam come back. By taking time to understand what matters most to Badger Paperboard's AP and IT teams, we were able to deliver, solving their problems today and setting them up for future success as their business grows.

They were able to install our Appsource Module directly into their BC system, effortlessly sync their data, and begin processing invoices using our MagiCapture.



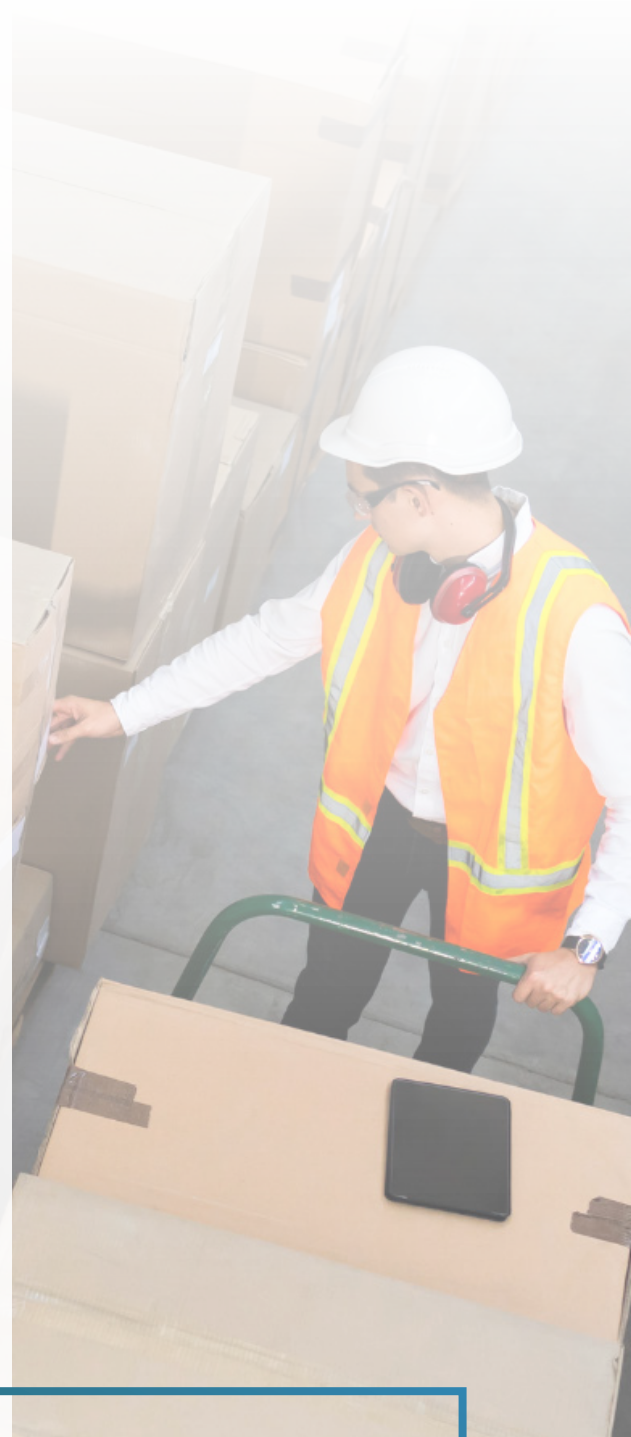
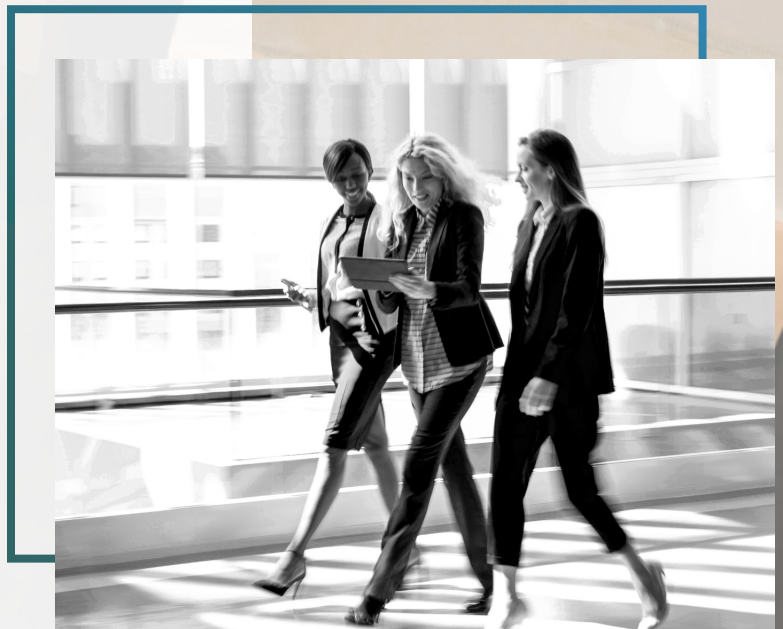
CONCLUSION:

# People who care. Software that helps.

Fidesic isn't providing just software, it's providing a team that is committed to your success. Fidesic's free version is more than just a standard "free trial" that many companies claim; it's a full-fledged experience of what our product features. You are able to test your real-world invoices, in your real-world BC system, to confirm that it will meet your needs, all without having to commit in any way. Fidesic free can be used as long as you want.

We are willing to go the extra mile to allow people to try out Fidesic for their business because we know that once you use it, you will remember us as a best-in-class solution. Once you've seen how we can help, we believe it'll be a no-brainer to use us as your partner for all things accounts payable.

"Their team knows the ins and outs of BC, and were happy to help where we needed it, and leave us to set things up where we didn't need help."



# MORE HAPPY FIDESIC USERS...

**“Amazing people... Amazing company.”**

--Renaë Blair  
Modern Luxury

**“I would most definitely recommend Fidesic.”**

--Brittany Blackmon  
Mammoth Holdings

**“Fidesic’s OCR is some of the best  
that I have seen.”**

--Sarah Sawyer  
MB2 Dental



# How Our Software Helps



[Learn More](#)

- ✓ 96% of invoices captured without edits
- ✓ No templates to create or adjust
- ✓ Gets more accurate as you use it
- ✓ Location capture and encoding



[Learn More](#)

- ✓ Just pick what you want to pay, we take care of the rest
- ✓ Secure check & encrypted ACH fulfillment with approver signatures on check files
- ✓ Pay from multiple accounts across locations from central accounting
- ✓ Optional payment approval workflow



[Learn More](#)

- ✓ Visual editor makes it easy to set up
- ✓ Automatic approval routing
- ✓ Multi-location, Multi-entity Ready
- ✓ Web-browser approval
- ✓ Direct from email approval
- ✓ Approvers don't need ERP licenses



[Learn More](#)

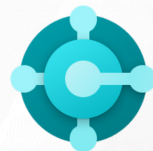
- ✓ Highest security standards to store vendor banking info
- ✓ Empower vendors to submit and check status on their own invoices
- ✓ Reduce the need for calls with vendors & improve vendor experience
- ✓ Your branding. Your portal.

**fidesic**<sup>TM</sup>  
ap service suite



Make Payables Awesome!

**Let's chat to find out if we're a good fit...**  
sales@fidesic.com | www.fidesic.com



Microsoft Dynamics 365  
Business Central

