

Winking Lizard Tavern hires almost 1000 employees annually and maintains personnel records for five years. With its 15 locations and high turnover rates, DocuWare is a good fit to manage their processes more easily.



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Angela Wuhr, HR Manager and Amy Opalko, Accounting Assistant, Winking Lizard Tavern, Bedford Heights, OH

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“When I needed employee records, I had to wait for an email or a physical file from the location where an employee worked. Now I just do a DocuWare search! Everything is filed digitally, which is a lot easier to find rather searching for papers in a filing cabinet.”



- Location:** USA
Industry: Restaurant Industry
Deployment: Cloud
Department: HR, Accounting

The Need to Digitize an Outdated Paper System

Prior to introducing DocuWare, Winking Lizard Tavern maintained employee records in physical files. "Every single employee we hired got a manila folder and all the paperwork associated with their employment went into that folder," says Angela Wuhr, Human Resources Manager. "Our employee turnover is roughly 100 percent - we hire almost 1000 employees a year, so our files and file cabinets took up a lot of space and involved a lot of paper." The company is legally obligated to maintain the employment records for a minimum of five years, so keeping documents required a lot of physical space. The Winking Lizard Tavern leadership team recognized the need to improve the process

Modernizing the Process

Transitioning to digital document management allowed Winking Lizard Tavern to significantly reduce physical storage requirements and improve their process accuracy. "We have been able to reduce the number of file cabinets and can easily find documents, because once we scan it, we we know exactly where to find it," says Wuhr. The speed of information retrieval has improved

greatly, she adds: In the past, when Wuhr needed to access employee records, she would have to contact the location where an employee worked and request the documents. "Then they would have to either send it over to me by email or I would have to wait until our internal driver picked up those records and delivered them to me," she says. "Now, I can just search for that employee's name and pull up their entire history on DocuWare. I'm able to access employee records very quickly."

Transitioning to DocuWare

The company introduced DocuWare as part of a structured move to digital document management across all locations. "The process took some time because we needed to acquire new equipment for all 15 of our locations, including the scanners and multipurpose devices, and also figure out what our new process would be," explains Wuhr, who designed the new workflow and held instructional sessions in all 15 locations. Wuhr also trained the personnel on scanning and filing documents within DocuWare. Additionally, the company created forms in DocuWare, the links to which can be emailed to employees to fill out as needed. Today, the organization manages over 10,000 documents centrally in DocuWare.

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Extending DocuWare Use to Other Departments

Winking Lizard Tavern now uses DocuWare in its Accounting Department for processing invoices, which used to take a lot of manual time and effort. With DocuWare, invoice data is automatically captured, classified, and made searchable, reducing manual data entry and minimizing errors. "I now upload and store all invoices in DocuWare, where they can be searched by all the different fields," says Amy Opalko, Accounting Assistant. "I can export the information into a CSV file, and then I import that CSV file the info into our accounting software." This streamlined workflow accelerates invoice processing, improves data accuracy, and increases overall processing capacity. "By automating invoice processing, DocuWare reduced administrative workload in accounting by the equivalent of one full-time role", says Opalko.

"Since we started using DocuWare, we've noticed a significant reduction in human error as it requires less manual data entry."



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