

Lush Retail Case Study

Lush is one of the UK's most successful retailers, specialising in handmade cosmetics such as soaps, bath bombs and shampoos. The company was founded by Mark Constantine and Elizabeth Weir to promote hand-made and ethically sourced products made from natural ingredients. Lush has grown rapidly and now has over 100 stores in the UK and more than 900 worldwide.



THE TASK

Lush needed a cloud based invoice approvals solution capable of streamlining thousands of purchase invoices per month, with minimal manual intervention.

The finance team recognised that their Sage 200 accounts software was not up to the job but still required approved invoices to seamlessly populate Sage to provide a single view of the business.

Key to Lush's requirements was to be able to quickly capture and digitise purchase invoices from a large number of suppliers with speed and accuracy and then route the invoices to relevant approvers throughout multiple departments and locations.



THE SOLUTION

After a thorough review and product demonstration, it was clear that Zahara was the right solution for Lush.

As a cloud-based platform, the team at Lush found that Zahara was quick to implement and easy to use. Users across the business also enjoyed using Zahara and adopted it without needing significant training.

Zahara was integrated into Sage 200 synchronising supplier details, eliminating re-keying and time consuming errors. To streamline processing of over 2,000 supplier invoices per month, Lush implemented ABBYY FlexiCapture OCR, that feeds Zahara.



THE BENEFITS

With Zahara fully deployed, the automated invoice approval process captures, reads and digitises inbound paper invoices, checks and routes the purchase invoices to the relevant approvers, delivering fully compliant and approved data directly into Sage 200.

Zahara has enabled Lush retail to transform an inefficient and error prone accounts payable process into a fully optimised, fast and compliant paperless workflow.

As a result, Lush have tighter control over their spending, improved cashflow, reduced costs and fewer errors. In a sector as competitive as retail, Zahara is a key factor in Lush's ongoing success.