



Lewis Services Achieves 90% Efficiency Gains by Implementing ProArch's Dataware Data Platform

Painful Invoice Processes and Time-Consuming Timesheets

Lewis has begun a journey to embrace technology better. As Leslie Kass, CEO of Lewis Services, says, "Lewis is not a technology company, but we need technology to thrive." Lewis was at the point where it needed an innovative solution to address its cumbersome data-collection processes, which are critical to its success.

Without a centralized system, Lewis's payroll processing and customer invoicing were challenging, slow, and manual. To put it in perspective, the company processed 86,000 spreadsheets for payroll each year, which took nearly 45 full-time employees to complete.

In addition, the time-entry process for general foremen, who work long hours in the field, required the same data to be submitted four times.

"The general foremen were being pulled in so many directions that it was causing inefficiencies in operations,"

HUNTLEY HEDRICK | VP OF IT AT LEWIS.

Weekends of time-consuming work made for unhappy employees, payroll delays, slow revenue realization, and poor customer experiences.

Without data insights and reliable processes, Lewis knew it needed a partner to unify data to reveal the insights it needed to grow.

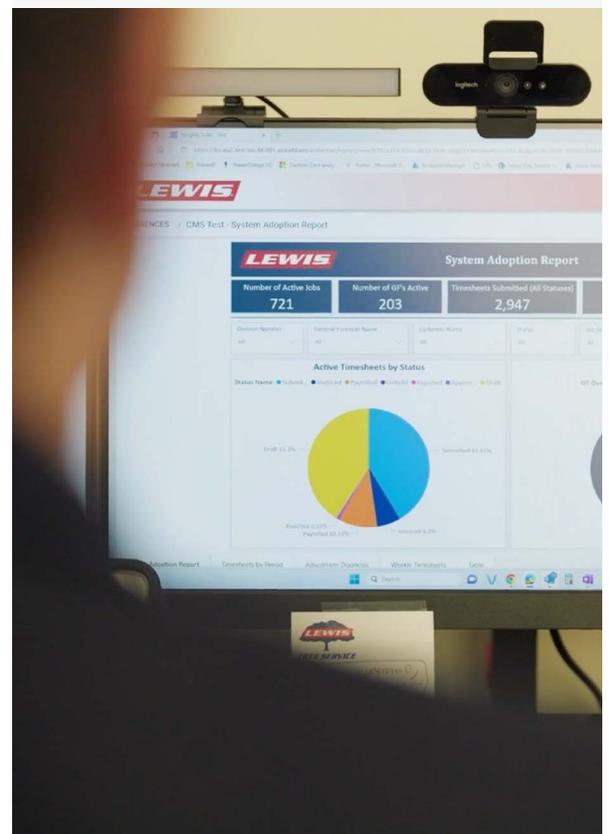


About Lewis Services

Since its founding in 1938, **Lewis Services** has become one of North America's largest vegetation management companies. The company provides reliable, cost-effective vegetation management services to investor-owned utilities, electric cooperatives, and municipal electric utilities. With over **4,000 staff members and 200 customers** across the country, Lewis plays a critical role in the US energy infrastructure.

Solutions:

- Dataware Data Platform
- Application Development



Creating a Well-Oiled, Interconnected Data Machine

When Lewis engaged with ProArch, the biggest focus was data.

“Data creates some opportunities to be more efficient, to add more services, and to uncover new areas where we can grow and expand. It’s either show up or get left behind in the data war, if you will.”

LESLIE KASS | CEO OF LEWIS SERVICES

First, ProArch evaluated the company’s issues and evaluated a buy vs. build approach, ultimately recommending that the team build a data warehouse and a custom application to meet its niche needs.

Using ProArch’s Dataware Data Platform, the team integrated the HR and ERP systems into a data warehouse and then developed a custom application called “Tiempo.” The data modeling in the background simultaneously calculates payroll and invoices based on customized rules by location, job type, pay rate, employee, and start/end time.

Now, Lewis has experienced a **90% reduction in the overall effort with a clear, streamlined process for time entry, timesheet creation, and approval.** It also avoids future costly and complex ERP upgrades and customization with Tiempo. Moving forward, Lewis will rely on ProArch to guide its overall application strategy.

Achieving Limitless Outcomes with a Custom-Built Tool

Before Tiempo, Lewis experienced a high volume of invoice disputes. **Now, it is down to a 3% adjustment rate, whereas before, everything was an exception.** Customers now have a better experience, and Lewis can realize revenue faster.

For the general foremen, Tiempo has been transformational. “What I’ve observed with the rollout of Tiempo has been greater than anything that I’ve ever seen in my career with how accepted it’s been in such a short amount of time,” says Hedrick.

Best of all, Lewis owns the Tiempo tool, which means it can continue to customize it to drive results.

“[Tiempo] is going to allow us to pull all of our other data and become a data-centric organization in the next two to three years.”

HUNTLEY HEDRICK | VP OF IT AT LEWIS

Forming a Powerful Partnership

“Having ProArch as a partner has been really helpful because it brings that extra level of strategy that’s not our core expertise. They really feel like part of our team.”

LESLIE KASS | CEO OF LEWIS SERVICES

Working with ProArch as a partner has also offered greater efficiency. According to Kass, “One more advantage of ProArch is that we can work around the clock with their resources and ours so we can move at twice the pace.”



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