

Ritter Communications Hits the Right Note with Yooz: A Smarter Way to Manage AP



Industry: Telecommunications

Location: Jonesboro, Arkansas

Invoices: 3,000 to 4,000/month

ERP: Sage Intacct

Ritter Communications, founded in Marked Tree, Arkansas and headquartered in Jonesboro, began providing local phone service in 1906.

Today, Ritter serves 59 communities and more than 45,000 customers in northeast and north central Arkansas and west Tennessee with advanced voice and data services typically found only in major metropolitan areas. Ritter invests heavily in the communities it serves by deploying proven, best-in-class infrastructure and technology while coupling it with a world-class customer-focused experience. The company also has interests in agriculture and owns and manages 26,000 acres of farmland.

"We were trying to get our staff to be more analytical and forward-thinking, but they were too bogged down with manual data entry and chasing paper. Now with Yooz, their time is freed up for more strategic, value-added tasks."

Audrey Boggs, Accountant

⊗ Previous Pain Points

Bogged down by manual data entry

Backlog of invoices at month-end

Time-consuming invoice processing

✓ The Yooz Solution

Multi-channel invoice scanning with OCR and **AI-powered** data extraction, recognition, and verification.

Streamlined processes with customized approval alerts for timely payments.

End-to-end automation dramatically reducing processing times.

⊗ The Challenge

A Sage Intacct ERP subscriber, the AP team of two processes 3,000 to 4,000 invoices per month. One of the biggest challenges was the backlog of documents that built up and had to be addressed each month, at which time they were frequently caught by surprise with the number of documents that had not been paid. They also struggled with invoices coming into other locations and other departments rather than into the main AP department's e-mail.

While Ritter considers itself a technologically advanced company, the finance leaders had little knowledge of AP automation when they began their investigation for a solutions provider at Sage Intacct Marketplace. Several providers were under consideration, but none had true seamless integration with the Intacct ERP, nor did any have all of the features the team at Ritter needed... except for Yooz. Yooz was also the only provider that had batch scanning and that updated/uploaded throughout the day and night, rather than only once per night.

"Our approving managers travel a lot. They are so happy to be able to approve invoices while they are out of the office. And as a result, our approval process time has sped up dramatically. What used to take 15 days now only takes two or three days."

Audrey Boggs, Accountant

✓ The Solution

Ritter Communications selected Yooz after a thoughtful and collaborative evaluation process that emphasized transparency and alignment across the finance organization. Leadership engaged the team early, ensuring staff had a voice in provider selection and felt ownership in the transition.

Once chosen, Yooz was implemented in two structured phases: an initial four-to-five-week rollout of the core platform, followed by a six-week deployment of the accounts payable module. This phased approach minimized disruption, allowed teams to adapt gradually, and ensured each component was fully optimized before moving to the next stage.



The Impact

With Yooz in place, Ritter gained the ability to approve invoices remotely. Whether traveling or out of the office the change dramatically accelerated their approval workflows. Invoice processing times dropped from an average of 15 days to just 2-3 days, freeing staff from manual bottlenecks and improving overall productivity.

The new system also enabled Ritter to begin capturing and tracking key performance indicators for the first time, giving leadership clear visibility into process efficiency and supporting data-driven decision-making.



Find out more about our
integration with Sage Intacct