



Grace's
MARKETPLACE & TRATTORIA



DOCPLACE CASE STUDY:



Grace's Marketplace

HOW DOCPLACE ENABLED A BELOVED LOCAL INSTITUTION TO DITCH ITS FILING CABINETS AND EMBRACE DIGITAL DOCUMENT MANAGEMENT

About Grace's Marketplace

Grace's Marketplace (GMP) is a family-owned gourmet food store with two locations in New York. Highlights include:

- A huge selection of freshly prepared food, based on family recipes
- Prime quality meats
- Same-day seafood
- And numerous foods that are hard to find anywhere else

GMP is known for the quality of its produce, with the family personally trying and approving each item before it gets stocked on the shelves.





The Problem

Before GMP started working with DocPlace, they had twelve filing cabinets full of accounts payable documents dating back over 20 years!

01

Paper Based

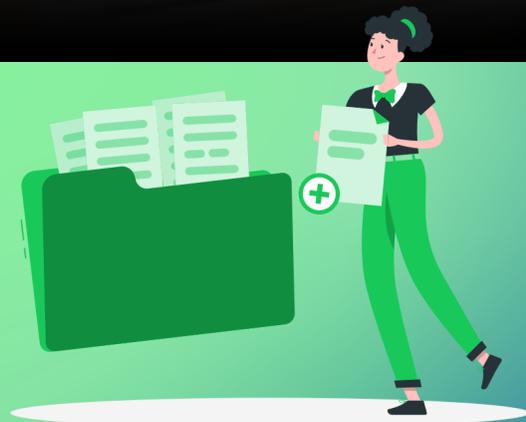


GMP was heavily reliant on paper documentation for its daily operations.

This was much slower and less efficient than a digital system.



02



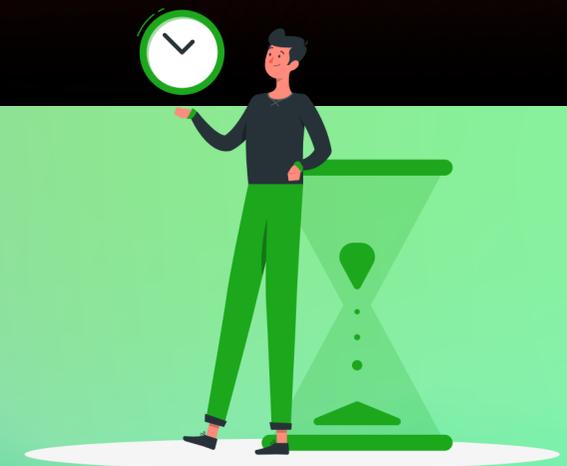
Manual Indexing

Each document needed to be indexed manually.

This was a time-consuming process that was prone to human error.

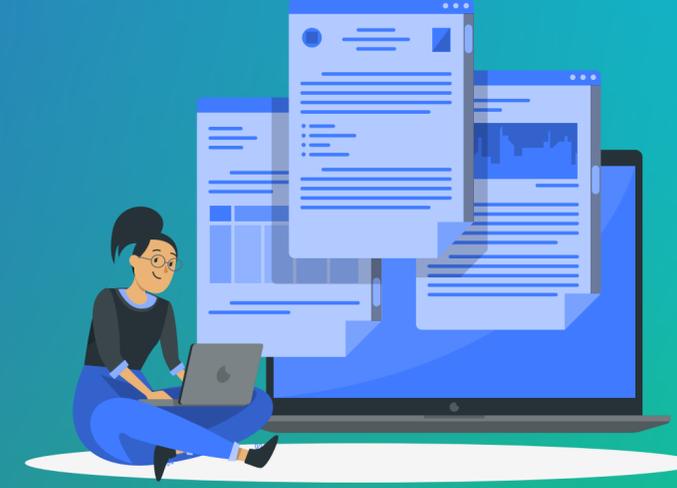


03



Slow Document Retrieval

Locating specific documents amid the mountain of paperwork was challenging. This hindered access to important information, which in turn slowed business response times. Sometimes, critical documents would get lost entirely!



The Solution

GMP's leadership team realized they needed to improve their document management system. To do this, they decided to work together with DocPlace.

As a result of their partnership with DocPlace, the following solutions were rolled out across multiple departments, in particular:

- ✦ Accounts Receivable
- ✦ Accounts Payable
- ✦ Human Resources
- ✦ Payroll

01

Automatic indexing

With DocPlace's help, GMP automated their indexing system completely, eliminating the need for manual indexing. This helped ensure that important documents were categorized correctly and reduced the potential for human error in the indexing process.



02

Simplified document retrieval

GMP staff were able to use DocPlace's advanced search function to search for documents by attributes, such as the ingredients listed on food invoices. This allowed staff to locate documents more efficiently.





The Result

GMP's document management system is now modern, digital and efficient – quite the change from the manual, paper-based approach they took before working with DocPlace.

The impact this change has had on their business has been

- ✦ Less time wasted looking for documents
- ✦ Fewer errors in record-keeping
- ✦ Faster, more accurate decision-making due to improved access to documented data
- ✦ More time to work on customer service and business development

Would you like DocPlace to bring this same transformation to your business?

[Book a demo today!](#)



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