

Case Study

Modigent empowers thousands of vendors to answer their own questions

How Modigent used Stampli's Advanced Vendor Management to decouple vendor growth from headcount growth.



24-hour

vendor service enabled
without staff



5

planned hires avoided
through automation

About

Modigent is a rapidly growing enterprise in the HVAC and construction industry, currently managing 16 operating companies with plans for continued expansion. As Vice President of Treasury, Nini Johnston faced the challenge of overseeing thousands of vendors, while onboarding hundreds of new ones each month.



Challenge

The phones at Modigent's AP department wouldn't stop ringing.

Vendor management in construction is challenging due to the high number of suppliers, subcontractors, and service providers involved across multiple systems and job sites. Delays or miscommunication can disrupt project timelines and damage vendor relationships.

The problems were especially acute for Modigent. With 16 operating companies and thousands of vendors, Modigent's AP team faced a mounting workload. Vendor inquiries overwhelmed the team, with constant requests for invoice statuses, payment timelines and other information.

Beyond the current workload, Modigent planned to add 5-10 additional operating companies (with dozens or hundreds of additional vendors associated with each one). Add to the mix the need to onboard new vendors as part of everyday business, and it was clear that Modigent needed a new approach.

"Our team was constantly fielding calls and emails from vendors," says Nini Johnston, Modigent's VP of Treasury. "We have a small vendor relations team, and growing that team was not a sustainable option."

Modigent needed a scalable platform that could handle the volume, offer self-service capabilities to vendors, and integrate seamlessly with their two systems of engagement—Procore and BuildOps—while also syncing with Sage Intacct.

How could Modigent streamline processes and provide visibility at every stage of the payment workflow, without increasing headcount?

Solution

"We wanted a platform that would allow vendors to self-serve and find information on their own. We found it in Stampli."

Stampli offers a full suite of vendor management capabilities integrated into its financial operations platform. By upgrading to Advanced Vendor Management, Stampli customers can integrate their entire onboarding process into Stampli for multiple vendor types, as well as manage ongoing document compliance through automated document collection and tracking.

But most important for Modigent was Stampli's messaging and portal capabilities. Stampli enables its users to send messages to vendors within its system, creating major efficiencies because AP team members don't need to switch to a different communications channel to ask a vendor a question about an invoice. This ensures every message leaves an audit trail. In addition, Stampli lets customers create a unique portal for every vendor, with self-service options that let vendors submit invoices, track payment status and receive real-time notifications about estimated payment dates.

"Our vendors can see where their invoices are, and even the expected payment date," says Nini. "That autonomy has been a game changer."

2-3 people freed from vendor inquiries:

The automation allowed Modigent to reallocate their team to more valuable tasks. "The vendor self-service features alone let us save 2-3 people compared to how the team used to function. Without Stampli, we would have had to hire five more people for the team."

24/7 vendor self-service: With the Stampli portal, vendors can access information at any time.



“I may have a vendor that has a question at 9 PM at night. And while I don't have 24-hour staffing, Stamppli lets me offer 24-hour service,” says Nini. “The estimated payment arrival feature in Stamppli Payments has prevented so many questions from hitting the team.”

Faster invoice processing, especially for PO-backed invoices: Stamppli’s AI-powered PO matching sped up processing times. “They’re getting more vouched daily because of that, which I think is fantastic,” says Nini.

A new cost structure for scaling. “I suspect we'll probably add another five to 10 operating companies next year,” Nini notes. “I don't think that we'll need to add even a single additional headcount to support the vendors that we'll bring on.”

“Advanced Vendor Management allows our vendors to take ownership themselves,” says Nini. “They are able to send new invoices directly to Stamppli and see where existing ones are in the process. Even with 16 companies and counting, we're planning to add hundreds of new vendors – but we're not planning to grow our vendor relations team.”

Hear it from the customer...

“The other construction industry tools that are available to integrate with Sage Intacct are light years behind what Stamppli is doing.”

Nini Johnston,
Modigent’s VP of Treasury



Bottom Line

Seamless integration with a complex tech stack



Beyond Sage Intacct as its ERP, Modigent also has two systems of engagement: Procore and BuildOps. For AP and vendor management automation, Modigent needed a solution that could integrate smoothly. Stamppli's flexibility in this regard was crucial. “We needed something that was flexible enough to be able to get data not only from Sage, but also to collect that data from those two systems of engagement. And Stamppli has been excellent.”

Exceptional flexibility and rapid feature implementation



One of the standout features of Stamppli's service, according to Modigent, has been its ability to adapt quickly to their needs and continuously improve. Nini shared, “When we first started with Stamppli, there were things that would not match what we were trying to do. And here we are, almost a year later, and we can't help but be excited about all of the changes and all of the things that have been implemented to make this successful for our business.” This responsiveness has been a key factor in Modigent's satisfaction with the platform. “The flexibility of the tool and what Stamppli is willing to drive towards and how quickly you're able to get things into production has been astounding,” Nini emphasizes.

Construction industry specificity



In an industry with unique AP challenges, Modigent found Stamppli to be far superior to competitors. “For construction, I have to emphasize this, the other tools that are available to integrate with Sage Intacct are light years behind what Stamppli is doing.”