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"Our on-time payment rate went from just over 50% to about 75%. That's a major leap."

Corrine Krauss, Director of Financial Controls and Systems, University of Waterloo

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Clarifying What Needs to Change

Organizations often know they need to improve—but struggle to pinpoint exactly how or where to start. Complex processes, limited visibility, and siloed decision-making can stall progress and add unnecessary risk. Groves & Company partners with forward-thinking teams to identify what's working, what isn't, and where meaningful transformation can begin. Our assessments provide the clarity, alignment, and direction organizations need to move forward confidently.

What Can You Expect

- Greater transparency into systems, workflows, and stakeholder needs.
- Clear identification of inefficiencies and risk areas.
- Alignment across departments around shared priorities.
- A strategic roadmap to guide implementation and measure impact.

How We Work with You

With over 25 years of expertise, Groves & Company delivers a structured and insight-driven assessment process:

- **Current State Review:** Deeply analyze your systems, processes, vendors, and user experiences.
- **Operational Maturity Benchmarking:** Evaluating performance against best practices to identify gaps.
- **Stakeholder Engagement:** Bringing teams together to surface pain points, expectations, and priorities.
- **Roadmap Development:** Delivering actionable recommendations and phased strategies for future success.



Success Story: Strategy That Delivers at the University of Waterloo

Challenge:

A fragmented procurement process left Waterloo with low PO-backed spend, late payments, and poor visibility—creating pressure from provincial reporting requirements and internal users alike. The lack of automation, reliance on manual invoice entry, and decentralized vendor onboarding created inefficiencies, compliance concerns, and frustration for both AP staff and stakeholders.

Solution:

Groves & Company conducted a comprehensive assessment and implemented JAGGAER to modernize workflows, onboard suppliers, and strengthen reporting capabilities. The team introduced punchout catalogs, automated invoice feeds, and system-based approval workflows to reduce manual effort, improve data accuracy, and support long-term scalability across procurement and payables operations.

Results:

- PO-backed spend **rose from ~30% to 43% within months.**
- On-time payment rates **jumped from 50% to 75%.**
- **Over half of all invoices** now flow through automated feeds, reducing AP workloads.

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"Before JAGGAER, maybe 30% of our spend was on purchase orders. Even this early, we're already at 43%, and that's a huge improvement."

Corrine Krauss, Director of Financial Controls and Systems, University of Waterloo

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A Partnership for Lasting Transformation

At Groves & Company, we don't just implement change—we partner with you to drive long-term success. Our approach is rooted in deep collaboration, adaptability, and a commitment to delivering real impact.

- **Strategic Partnership:** We go beyond surface-level fixes, delivering practical solutions that drive agility and innovation.
- **Tailored Solutions:** No one-size-fits-all approaches—our strategies are customized to your specific challenges and goals.
- **Adaptive Expertise:** Change is constant, and we stay ahead by aligning with your evolving needs and guiding seamless transitions.
- **Enduring Support:** More than consultants, we're your long-term advisors, helping you sustain momentum and continuously improve.