

CLIENT SUCCESS STORY

New Belgium Brewing Revolutionizes Accounts Payable with Synthetic Labor™



New Belgium Brewing, one of the largest craft breweries in the U.S., struggled with accounts payable inefficiencies due to manual invoice processing and a legacy on-prem SharePoint workflow. To boost productivity and scale with growth, the brewery set out to modernize with an AI-powered, cloud-based invoice automation solution.

Client

New Belgium Brewing
www.newbelgium.com

Industry

Manufacturing

Founded in 1991, New Belgium Brewing is a leading American craft brewer known for Fat Tire Amber Ale and the top-selling Voodoo Ranger IPA. Their “human-powered” business model emphasizes paid healthcare, living wages, open-book management, renewable energy, onsite medical care, and community advocacy.



We're seeing a lot of growth, not only in beer production, but in the support side of the business. We have more invoices to process and more employees to hire. We wanted to get rid of the paperwork and move into the digital side of things, which is a big part of the work that we've done with KnowledgeLake."

– Tye Eyden, IT Enterprise Automation & Collaboration Solutions Manager



BUSINESS NEEDS

To keep up with its rapid growth and an increasing volume of paperwork, New Belgium Brewing looked to modernize its accounts payable (AP) processes. Approximately 90% of invoices required manual input, overwhelming the AP team and leading to delays and errors in invoice processing.

The brewery's use of on-prem SharePoint and an alternative workflow solution for invoice processing exacerbated inefficiencies and drove up operational costs. With the steady expansion of its operations and the increase in paperwork, New Belgium Brewing needed to digitize their accounts payable process.

The IT team sought to decommission on-premises SharePoint and their invoice processing workflow solution in favor of a single cloud-based solution that would streamline the AP process while improving overall productivity.



“Before KnowledgeLake, we were lucky if we could get 5-10% of our invoices into Dynamics without manual intervention, and were hoping to get to 80%. But now we’re getting almost 100% of our invoices into the system without manual intervention.”

– Tye Eyden, IT Enterprise Automation & Collaboration Solutions Manager



IMPACT

Implementing KnowledgeLake has significantly streamlined New Belgium Brewing’s AP processes, cutting invoice processing time from 38 seconds to just 10 seconds within two weeks. Today, 85% of invoices are processed straight through without manual intervention.

KnowledgeLake’s AI-powered automation and intelligent routing have accelerated not just invoice processing, but also approvals and vendor payments. Its advanced indexing also reduces audit prep time by making business content easier to find.



By replacing their on-prem SharePoint and outdated workflow system, New Belgium gained a modern, user-friendly solution for invoice processing. KnowledgeLake offers the same workflow capabilities in a single, cloud-based platform without the complexity of SharePoint. The finance team now handles the entire process in one application, with data extraction rules built in, no technical configuration required.

New Belgium has expanded KnowledgeLake to other departments, including Environmental Health & Safety, HR, and Legal.



Efficient AP Process

The implementation of Intuitive AI and automated workflows has transformed New Belgium Brewing's AP process, ensuring all invoices go through with hardly any data correction required. KnowledgeLake's AI powered automation reduced invoice processing time from 38 seconds to just 10 seconds within the first two weeks, with 85% of invoices processed straight through without manual intervention. This efficiency translates to faster approvals, timely payments, and more streamlined AP processes.

Cost Savings

Moving from on-prem SharePoint to KnowledgeLake's cloud-based platform has also delivered measurable cost savings for New Belgium Brewing. By eliminating a complex, high-maintenance legacy system and reducing the need for manual data entry, the brewery has lowered both infrastructure and labor costs.

With KnowledgeLake's cloud-native architecture, there are no servers to maintain or software to patch, freeing up IT resources and accelerating time-to-value. The result is a more agile, efficient operation that supports financial health while scaling to meet future growth.

Improved Operational Efficiency

KnowledgeLake's AI-powered automation and intelligent routing have significantly streamlined New Belgium Brewing's AP processes, reducing manual workload and accelerating document flow. By automating repetitive tasks and approvals, the platform has freed employees to focus on more strategic, high-value work. This shift not only boosts productivity, but also contributes to long-term operational efficiency by enabling faster decision-making, improved accuracy, and better resource utilization across departments.

