Case Study

Avolta

Achieving Seamless Compliance Across
Europe with Basware

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Avolta

✓✓ **Basware enables us to simplify complexity at scale - across mandates, countries, and teams."**

Tom Aussems,
Global Tower Head Accounts Payable at Avolta

Read the full story

Industry: Retail   **Regions:** Global   **Solutions:** AP Automation and AP Assurance

A Unified Compliance Strategy for a Global Business

As compliance requirements across Europe become more complex and time-sensitive, Avolta, an international business operating in multiple mandated markets needed to ensure it could meet evolving regulations without disrupting internal processes. With over 20,000 employees and operations across retail, food & beverage, and travel services in more than 60 countries, Avolta serves a diverse, high-volume global environment where consistency and control are essential.

Through its collaboration with Basware, Avolta has taken a proactive approach to compliance, transforming a potential operational burden into a streamlined, scalable advantage.

Navigating a Fragmented Regulatory Landscape

Avolta operates across a range of European markets, each with its own compliance regulations, government portals, and technical formats for electronic invoicing. Staying aligned with constantly evolving mandates posed a significant challenge, particularly as new timelines and standards continued to emerge.

Managing this landscape with multiple local vendors or internal solutions would have introduced complexity and risk. The Accounts Payable (AP) team would have had to navigate varied technical requirements, monitor changes in real time, and ensure consistent internal control standards— all while maintaining business continuity and supporting ongoing automation goals.

With upcoming mandates such as France's e-invoicing reform and similar legislation in Italy and Poland, Avolta recognized the need for a unified strategy that could keep them compliant today and adaptable for the future.
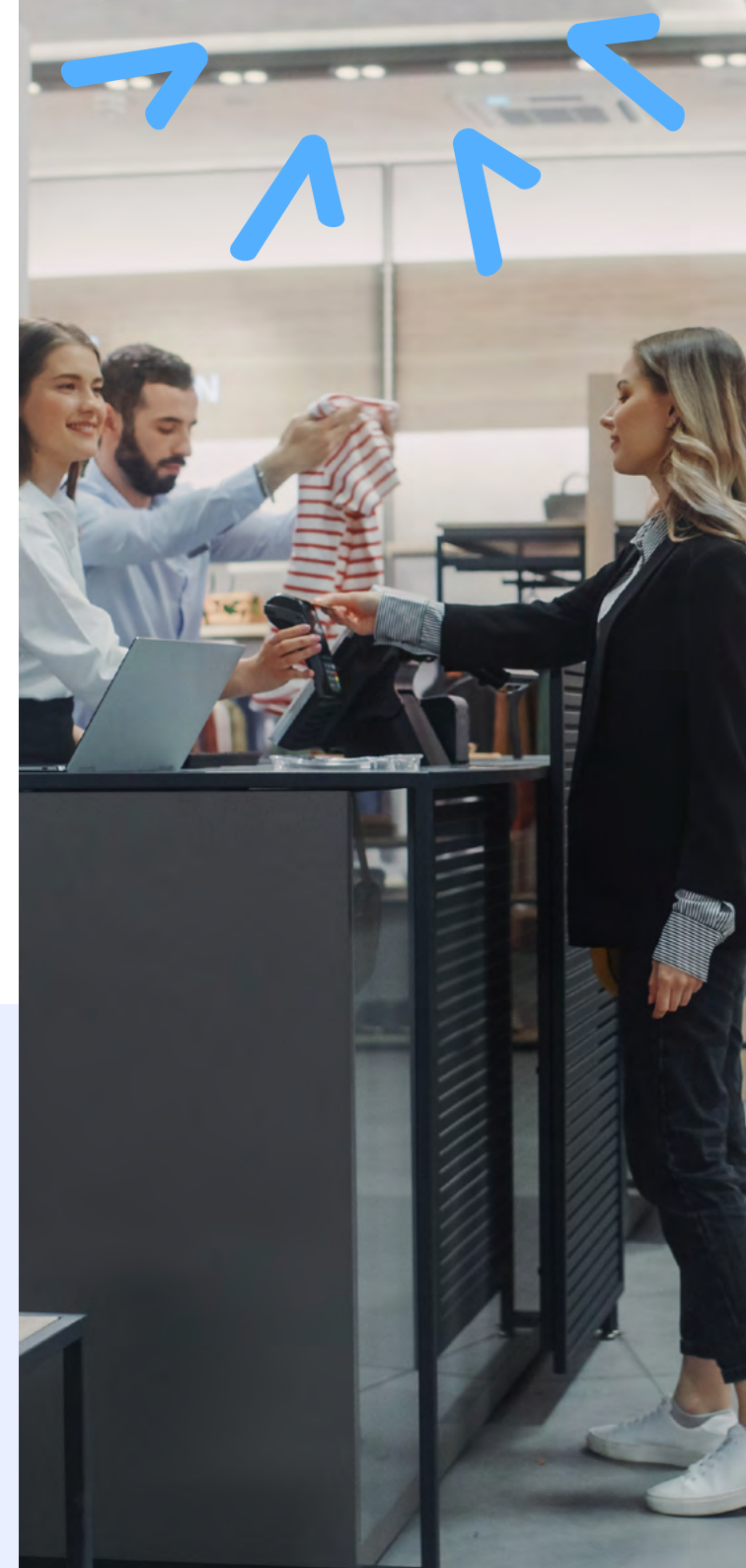
A Centralized Compliance Platform

To simplify this fragmented landscape, Avolta turned to Basware for a single, integrated compliance solution that spans multiple countries. Rather than adopting a country-by-country approach or piecing together local tools, Avolta implemented Basware's network to centralize compliance management, government connectivity, and e-invoicing processes.

This approach enabled Avolta to automate invoice workflows, embed internal controls, and meet country-specific mandates through one system.

Importantly, Basware's proactive handling of mandate changes means Avolta no longer needs to allocate internal resources to stay up to date with regional developments. Instead, the technical and regulatory heavy lifting goes through the platform, allowing internal teams to focus on operational efficiency and continuous improvement.

> ✓✓ **Whether it's France, Italy, or Poland, we use Basware to connect directly to local government platforms. This simplifies our setup and ensures consistency."**
>
> Tom Aussems, Global Tower Head Accounts Payable at Avolta

Key Benefits

1. **Consistency and Simplification Across Borders**
Standardizing compliance through Basware allows Avolta to maintain a consistent setup across all markets, reducing variance and improving efficiency. This also helps support audit readiness and control frameworks with the same level of oversight, regardless of country-specific mandates. "Basware brings the expertise and builds those integrations, so we don't have to," Aussems explains. "Internally, we don't need to manage multiple supplier relationships or different technical requirements."

2. **Reduced Risk and Internal Burden**
Avolta eliminated the need to manage numerous vendor relationships or monitor evolving compliance requirements internally. Basware acts as both a platform and an expert partner—handling regulatory updates, government connections, and technical compliance needs centrally. This not only reduces administrative workload but also mitigates the risk of non-compliance due to overlooked or misunderstood changes. "It allows us to avoid fragmented toolsets and rely on a single source of truth for compliance activities," says Aussems.

3. **Embedded Controls and Transparency**
Avolta's AP team benefits from a structured, audit-ready environment. With authorization flows and three-way matching embedded within Basware, the business gains transparency into invoice processing, control layers, and exceptions—all critical for internal governance and regulatory confidence. "We have our full authorization flow embedded in Basware," notes Aussems. "It supports our internal controls and audits, giving us clear visibility into our three-way matching and authorization layers."

4. **Automation Driving Compliance**
Basware's automation capabilities support Avolta's broader transformation goals, enabling smarter operations while ensuring compliance is built into everyday workflows. "The more functionality we consolidate in a single tool, the easier compliance becomes," says Aussems. As mandates grow more complex, having automation tied directly to compliance processes ensures the business remains both agile and aligned.

✔✔ **Looking ahead, we want to build more capability within Basware because consolidating within one platform is what makes compliance scalable."**

Tom Aussems, Global Tower Head Accounts Payable at Avolta

✔ Results at a Glance

✔ Standardized compliance set-up across multiple European countries

✔ Reduced reliance on internal resources for monitoring mandate changes

✔ Greater transparency and audit readiness within AP workflows

✔ Enhanced efficiency and reduced risk through automation and centralization

Avolta's Strategic Partnership with Basware

For Avolta, choosing Basware wasn't just about meeting mandates—it was about simplifying how compliance is managed across the business. The ability to scale across countries, embed internal controls, and reduce vendor complexity aligned well with Avolta's operational and governance goals.

The partnership has helped shift compliance from a reactive obligation to a proactive, integrated function. As mandates evolve, Avolta is confident it can adapt quickly—without having to rebuild processes or invest in standalone tools.

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