



Case Study

Carglass® Transforms Invoice Processing, Achieving Automation in Just 7 Months

A Basware and Deloitte project

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Deloitte.

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Claire Deschand, Director of Audit, Risk Management, and Finance Projects at Carglass

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Scope:

Supplier Network + AP Automation



Geography:

France



Invoice volume:

160K / year



Project Duration:

7 months



Status:

live

Carglass®, a leader in automotive glass repair and replacement, serves over one million customers annually across France alone. With nearly 3,000 employees, more than 700 service centers, and a fleet of 350 mobile units, the company ensures seamless service nationwide. To maintain operational excellence and compliance, Carglass in France embarked on a strategic financial transformation.



With better data insights, we can optimize supplier relationships, improve payment efficiency, and even enhance team structures.”

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Automating invoice processing in compliance with e-invoicing regulations

As part of this transformation, Carglass implemented Basware's automated invoice processing solution to comply with France's government-mandated e-invoicing regulations. This initiative coincided with an ongoing ERP upgrade, requiring meticulous planning and execution within a strict seven-month timeline. The transition from manually entered paper invoices to a fully digital workflow also necessitated a comprehensive change management strategy to ensure smooth adoption across the organization.

Critical success factors

- **Rapid Implementation** – Prioritizing swift delivery to meet tight deadlines.
- **Minimal Localization** – Focusing solely on essential legal requirements for France to accelerate deployment.
- **Change Management** – Ensuring user adoption of the new mandatory Purchase Order (PO) and Goods Receipt (GR) processes through structured change management efforts.

Main challenges

The project faced the significant challenge of a fast-tracked deployment to align with the concurrent ERP upgrade.

As part of a broader financial transformation within the BELRON Group (Carglass's parent company), the initiative involved migrating to a new Oracle ERP and standardizing financial processes across its ten largest markets. In France, Carglass executed its Oracle 12.2 migration while simultaneously implementing Basware's digital invoicing solution.

Key achievements: success in record time

Despite starting after similar initiatives in the UK and US, Carglass France completed its implementation ahead of both regions. Notable achievements include:

- **Full Deployment in 7 Months** – Successfully rolled out Basware's solution across 3,700 active suppliers.
- **83% Invoice-to-PO Matching Rate** – Achieved within just five months of going live.
- **55% Faster Supplier Payment Processing** – Improving cash flow and supplier relationships.
- **Pre-Framing Strategy** – Early design validation streamlined project management and minimized implementation hurdles.

Executive insights: the power of strategic planning

Claire Deschand, Director of Audit, Risk Management, and Finance Projects at Carglass, emphasized the importance of internal preparation:

“To execute a project of this scale in such a short timeframe, having a clear understanding of our processes was essential. Our internal pre-framing phase helped validate each step, significantly streamlining project management.”

Jérôme Grignon, Finance and Performance Partner at Deloitte, highlighted the role of internal engagement:

“Given the project's timeline, securing buy-in from different business units was a crucial factor in achieving our objectives.”

Future-ready for e-invoicing compliance

Carglass now processes 115,000 supplier invoices annually through Basware, ensuring full compliance with France's upcoming e-invoicing regulations. The company is well-positioned to integrate with Basware's PDP (Partner Dematerialization Platform) for continued compliance and operational efficiency.

Beyond compliance, automation has enhanced data insights, enabling Carglass to optimize supplier relationships, improve payment efficiency, and refine financial processes. The company's commitment to innovation ensures it remains ahead of regulatory changes while maintaining best-in-class financial operations.

A model for digital transformation

By leveraging automation and digital innovation, Carglass has successfully transitioned to a future-proof financial process, demonstrating that strategic investments in technology drive both compliance and efficiency. This collaboration between Carglass, Basware, and Deloitte showcases the power of structured execution, making it a benchmark case for financial transformation in the industry.

"With better data insights, we can optimize supplier relationships, improve payment efficiency, and even enhance team structures." concludes Deschand.

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ABOUT BASWARE Basware is how the world's best finance teams gain complete control of every invoice, every time. Our Intelligent Invoice Lifecycle Management Platform ensures end-to-end efficiency, compliance and control for all invoice transactions. Powered by the world's most sophisticated invoice-centric AI – trained on over 2 billion invoices – Basware's Intelligent Automation drives real ROI by transforming finance operations. We serve 6,500+ customers globally and are trusted by industry leaders including DHL, Heineken and Sony. Fueled by 40 years of specialized expertise with \$10+ trillion in total spend handled, we are pioneering the next era of finance. **With Basware, now it all just happens.** ©Basware 2025

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