



Case Study

Dexcom

Streamlines AP Operations and Boosts
Employee Morale with Basware

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✓✓ In my seven years at
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worked for us."

Kathy Tanner, Accounting Manager for AP, Dexcom

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Industry: Healthcare



Regions: Global



Solutions: Basware AP Automation

Dexcom, Inc., a leading medical technology company, specializes in continuous glucose monitoring (CGM) systems that empower people worldwide to take control of their health and has transformed how people manage their blood glucose levels more effectively. With approximately 10,000 employees and an annual revenue of \$4 billion, Dexcom operates globally to support the health and wellness of diabetic and non-diabetic populations.



We share a common goal with Basware – to support our clients' success. For Dexcom, this means configuring Basware to handle diverse regional needs and training their team to leverage the software's full potential."

Christophe Delaplace,
a Solution Architect, Extropy

As Dexcom scaled, its accounts payable (AP) team faced challenges managing the increasing volume and complexity of invoices across various regions, each with unique requirements.

Key statistics:



Meeting growing demands with limited resources

Dexcom's AP team is dedicated to efficiency, accuracy, and supporting the company's broader strategic goals. However, before partnering with Basware, the team relied on a highly manual process that led to overtime, impacted employee morale, and limited team members' ability to contribute strategically to the business.

As Dexcom expanded, the AP team struggled to keep up with the mounting workload. Kathy Tanner, Accounting Manager for AP at Dexcom, describes the difficulties: "Our process was so manual, our team had to work overtime just to manage the volume. Employee morale suffered, and burnout was

a real concern. The team was dedicated, but we needed a solution that could grow with us."

Kaitlynn Williams, Accounting Supervisor overseeing the AP department, echoed the sentiment: "In my seven years at Dexcom, this is our third AP solution, and it's the only one that's truly worked for us. Our company and processes are highly complex, and until now, we couldn't find a system capable of handling our specific needs. We were spending most of our time just pushing numbers instead of improving processes."

With global operations, Dexcom's AP requirements varied across regions, each with distinct regulations and tax implications. Christophe Delaplace, Solution Architect at Extropy, Basware's consulting partner, adds, "Dexcom was looking for a customizable solution that could adapt to regional differences, including taxes. Our role was to ensure Basware was configured to meet Dexcom's unique needs."

The solution: a strategic partnership with Basware and Extropy

Dexcom chose Basware for its comprehensive, adaptable AP automation capabilities and partnered with Extropy to manage the implementation. Together, Basware and Extropy provided a seamless, flexible solution that transformed Dexcom's AP processes and met the company's diverse requirements.

Basware's platform provides automated invoice matching, advanced analytics, and real-time tracking. According to Kathy, "Basware has completely changed the way we process AP. It's so flexible and intuitive that it adapts to our global needs effortlessly. And with Extropy's support, we're able to resolve any questions quickly."

Christophe explains Extropy's role in ensuring smooth implementation and ongoing optimization: "We work closely with Basware to capture Dexcom's needs and configure the system accordingly. Our goal was to eliminate multiple manual touches per invoice and deliver immediate improvements in processing speed and accuracy."

Results: efficiency, empowerment, and financial gains

The switch to Basware has delivered substantial operational and financial improvements. Dexcom's AP team is now more efficient, empowered, and able to support the company's growth with minimal resource expansion.

- **Improved Employee Well-being and Morale:** "We've been able to eliminate overtime," notes Kathy. "Employees are happier, morale is higher, and they now focus on problem-solving instead of repetitive tasks. By automating routine tasks, the team can now engage in more meaningful work, reducing turnover and enhancing job satisfaction."
- **Enhanced Control and Financial Savings:** The real-time visibility provided by Basware has led to strategic financial benefits. Kaitlynn explained, "We've been able to capture early payment

discounts, avoid overtime costs, and streamline our workflows to reduce team strain. Even small changes with Basware have had a significant positive financial impact at Dexcom."

- **Data-Driven Insights and Continuous Improvement:** Robust analytics now allow Dexcom to track key performance indicators (KPIs) such as time spent in queues and processing efficiency. "Basware has helped us focus on new initiatives and refine our processes," said Kaitlynn. "Our AP team can now look beyond day-to-day tasks and contribute to Dexcom's strategic goals."
- **Proactive Collaboration and Faster Resolution:** The Dexcom AP team can now proactively address issues instead of simply managing a backlog. "We're no longer bandaging problems; we're solving them," explains Kathy. "We reach out to departments and work together to resolve discrepancies, improving the overall process."

A collaborative partnership

The success of Dexcom's transformation lies in the strong partnership between Dexcom, Basware, and Extropy. Basware's software, combined with Extropy's expertise in solution configuration and support, ensures that Dexcom's AP team can continue to grow and innovate.

"Extropy acts as our liaison, bridging Dexcom's vision with Basware's technology," said Kaitlynn. "They've led the way in implementing our goals and they're there for ongoing optimization. I love Basware – and Extropy is the key partner that brings our vision to life."

Christophe from Extropy also emphasizes the collaborative spirit: "We share a common goal with Basware: to support our clients' success. For Dexcom, that means configuring the platform to support diverse regional needs and training their team to leverage the software's full potential."

Conclusion

Dexcom's journey with Basware and Extropy illustrates how automation can drive efficiency, elevate employee satisfaction, and deliver measurable financial benefits. By replacing manual processes with an automated, data-driven approach, Dexcom has transformed its AP function into a strategic asset that supports growth and enables innovation.

"Basware has allowed us to work smarter, not harder," concludes Kaitlynn. "Our team isn't just entering data anymore – they're analyzing it, improving processes, and adding value across the company. We're building the future of accounting at Dexcom, and Basware is a critical part of that vision."

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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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