



**Case Study**

# Fortum

Strengthening Invoice Compliance Across Borders  
Through Automation and Partnership

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“The collaboration with Basware has been strong. Their support is essential in helping us navigate this complex and evolving landscape.”

Juhana Lehtimäki, Senior Manager, S2P Development, Fortum

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**Industry:** Energy



**Region:** Europe and Asia



**Solutions:** AP Automation

## Leading Through Change in the Energy Sector

Fortum is a Nordic energy company with a purpose to power a world where people, businesses and nature thrive together. They are one of the cleanest energy producers in Europe and their actions are guided by ambitious environmental targets.

They generate and deliver clean energy reliably and help industries to decarbonize their processes and grow. Their core operations in the Nordics comprise of efficient, CO2-free power generation as well as reliable supply of electricity and district heat to private and business customers. For their ~5 000 employees, they commit to being a safe and inspiring workplace.

Fortum understands the importance of operating with consistency and control, especially in finance.

With growing regulatory demands across Europe, the company has taken a strategic approach to compliance in Accounts Payable. Partnering with Basware, Fortum is proactively adapting to evolving mandates, improving invoice quality from the outset, and building scalable processes that align with both regional rules and enterprise-wide goals.



## From Local Requirements to Cross-Border Readiness

Over the past 12 to 18 months, Fortum has seen a noticeable increase in the urgency and complexity of compliance requirements, particularly related to e-invoicing mandates. Each country operates on its own schedule and platform, which creates challenges for maintaining standardization, especially across 16 different markets.

Basware's compliance tools and country expertise are helping Fortum navigate this environment confidently. Through early engagement, structured e-invoicing, and consistent information-sharing, Fortum is avoiding a reactive stance and instead embedding compliance into day-to-day operations.

"Compliance has become increasingly important within our organization, especially in the Accounts Payable space." – Juhana Lehtimäki, Senior Manager, S2P Development, Fortum.

## Proactive Tools, Local Expertise, Global Scale

With mandates such as KSeF (Poland's National e-Invoicing System) on the horizon, Fortum has been working closely with Basware to prepare its systems in advance. One key focus has been improving invoice intake quality. Basware helped Fortum establish e-invoice addresses through the PEPPOL network (a standardized system for sending e-invoices to public and private sector entities). This rollout in Finland, Sweden, and Norway has been a crucial step toward ensuring compliance from the very first point of invoice entry.

As Fortum shifts more of its supplier base to structured e-invoicing, the result is reduced risk, greater efficiency, and less manual validation.

"We're moving more suppliers to structured electronic invoicing. It significantly reduces the chance of non-compliant invoices entering the system," Lehtimäki points out.

The business also relies on SmartPDF AI and SmartCoding AI to streamline AP processes. These tools reduce touchpoints, support automation, and free teams to focus on more strategic tasks, all while maintaining a high standard of control.

Lehtimäki adds, "We're already seeing efficiency gains. The goal is to increase automation and reduce manual handling further over time."

✓ **Basware has been proactive in sharing insights and updates. We're not caught off guard, we're planning ahead."**

Juhana Lehtimäki, Senior Manager, S2P Development, Fortum

## What Fortum Gained with Basware

### Early visibility into upcoming mandates

"We operate in 16 countries, each with different regulations. Basware helps us standardize and automate processing, making compliance manageable at scale", Lehtimäki explains. A unified process architecture, supported by automation, has given Fortum a consistent approach to compliance across its European footprint.

Lehtimäki continues, "Basware has been proactive in sharing insights and updates. We're not caught off guard, we're planning ahead." Fortum values the continuous flow of regulatory intelligence from Basware, which informs internal decision-making and planning.

### Improved invoice intake and validation

Ensuring that the right invoice data enters the system the first time reduces downstream corrections and supports audit-readiness. "With SmartPDF AI and SmartCoding AI, we're reducing manual work and giving teams time to focus on higher-value activities." These tools play a critical role in Fortum's transition toward a more digital, insight-led finance function.

### A Collaborative Approach to Compliance

While Fortum's compliance journey is still progressing in some areas, the strength of the partnership with Basware is clear. The teams meet regularly, exchange updates, and adapt to changing requirements in real-time. As new mandates emerge, like those in France and Poland, Fortum is equipped to respond with agility and confidence.

"The collaboration with Basware has been strong. Their support is essential in helping us navigate this complex and evolving landscape," concludes Lehtimäki.

### Results at a Glance

- E-invoicing address adoption across Finland, Sweden, and Norway via PEPPOL
- Compliance planning is underway for KSeF and upcoming French mandates
- Risk reduction through structured invoicing and improved intake quality
- Cross-border consistency in invoice validation and process control

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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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