



“Our goal was to shorten the invoice processing time and to have a more efficient and audit-proof structure. We achieved this thanks to SER. A real win for the company and, most of all, for the employees.”

Gundolf Hallmann,
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Dienstleistungs GmbH & Co. KG

bofrost*

Best Practice

Company	bofrost* Dienstleistungs GmbH & Co. KG
Topic	International invoice management with SAP and Doxis
Industry	Direct seller of ice cream and frozen food specialties
Employees	10,754 in Europe
Revenue	1.216 billion euros (2014/2015) in Europe
Headquarters	Straelen, Germany
Integration	SAP
Project scope	Europe

Challenges

- Invoices went through many departments; highly inefficient
- Hard copies of supplier invoices manually checked; very costly
- Approval process (signature check and upholding separation of duties) verified manually
- High amount of paper, duplicates and room needed for paper archive

Targets

- Reduce the overall effort involved in invoice processing
- Cut down on the amount of paper and the space needed for archives
- Process inbound invoices in auditproof way
- Set up automated audit routines
- Avoid losing documents
- Increase data quality through uniform standard

Solutions

- Automated processing of supplier invoices with SAP integration
- Workflow-steered approval process for audit-proof invoices (separation of duties)
- Automated processor determination for invoice auditing
- Payment regulation list
- Automatic capture of email invoices

Project overview

Initial Situation

At bofrost*, the European market leader in the direct sales of ice cream and frozen food specialties, inbound invoices were pro-cessed on paper for many years. At the headquarters, invoices were sent from the post office to accounting, where they were parked and transported to the departments for invoice auditing and then returned. In the sales offices, after invoices arrived in the mail, they were hand approved for payment and sent into the auditing process mentioned above. The high percentage of manual tasks, including capturing invoice data in SAP, cost them a great deal of time. By switching to electronic inbound invoice processing, the family-run business wanted to speed up the document flow and reduce the time needed for the payment run so that cash discount periods could be met more efficiently. bofrost* decided in favor of automated invoice management with Doxis and a deep SAP integration, thereby achieving high quality in invoice processing.

Solution

- Inbound invoice processing

Integration

- SAP ERP

Volume of documents

- Approx. 100,000 inbound invoices per year

Users

- 6 scan clients; 10 validation positions; about 500 users take part in the invoice auditing process

Reasons for Doxis

- Deep SAP integration and intuitive handling of Doxis solutions
- All from one source
- Above all, reliable and highly competent

Implementation

Project start: 03/2011, roll-out: 08/2011

- To start the project, a test environment was set up for digitizing paper invoices, processing creditor invoices that arrived per email, and sending them through the invoice process for auditing and approval in the SAP workflow
- Roll-out of the first five accounting areas as the pilot in Germany
- Successively adding all other accounting areas in Germany y Connecting the country headquarters in France and Benelux. Roll-out in Spain, Austria and Switzerland still pending

Benefits

- Invoices no longer take long and winding paths through the company
- Handling inquiries from invoice auditing and suppliers more quickly
- Cash discounts attained through fast processing

Solution highlight: Payment regulation list to complete invoice auditing workflow

Used Doxis Modules

Content Services

- Document Management
- Workflow Automation
- Intelligent Archiving
- Information Governance

Content Automation

- Order Confirmation
- Invoice Automation
- Classification & Extraction

Business Solutions

- Quality Management
- Human Resources
- Contract Management

Solution Suites

- Purchase-to-Pay
- Content Bridge for SAP & Salesforce
- Healthcare

Business Integrations

- SAP
- Salesforce
- Microsoft
- Google Workspace