SER GROUP

BEST PRACTICE



> *"With automated inbound invoice processing, Eissmann has taken an important step in achieving its ECM strategy which focuses on end-to-end optimized processes and transparency."*
>
> Cornelius Hilbig, Head of Digital Services/IT, Eissmann Group Automotive

COMPANY	Eissmann Group Automotive
TOPIC	International invoice management with Doxis4 and SAP
INDUSTRY	Automotive supplier
EMPLOYEES	Over 5,000 (worldwide)
REVENUE	470 million euros (2017)
HEADQUARTERS	Bad Urach, Germany
INTEGRATION	SAP
PROJECT SCOPE	Worldwide

EGA Eissmann Group Automotive

CHALLENGES

- Invoices processed manually in separate systems
- A lack of technical support in handling queries regarding invoice verification
- Simultaneously launch ERP (SAP) and ECM (Doxis4)
- The international roll-out of the solution required multilingual capability and the ability to account for various VAT rates

TARGETS

- Create an international, uniform and high-performing foundation for accounting
- Process vendor invoices faster and in higher quality
- Establish cross-media invoice capturing (mail, fax, email, electronic invoicing)
- Collaborate on invoice verification location-independent

SOLUTIONS

- Automated invoice capturing integrated with SAP
- Workflow-supported invoice verification, based on authorizations
- Automated verification of international VAT rates
- Audit-proof retention of accounting documents and SAP data
- Digital invoice monitor

PROJECT OVERVIEW

Eissmann Group Automotive

STARTING POINT

Eissmann Group Automotive's aim is to provide all information in every step of its business processes in a cost-efficient and transparent way that does not require the user to switch between media. Since 2011, the company has been developing a comprehensive ECM strategy for all company areas. One part of this has been to successively extend the Doxis4 ECM platform, e.g. through a digital archive, eFiles and automated inbound invoice processing. The company set the ambitious goal of launching SAP and Doxis4 InvoiceMaster at the same time to facilitate a symbiotic approach to both sub-projects.

WHY SER

- The diverse functions, scalability and adaptability of Doxis4 InvoiceMaster for an international roll-out, e.g. regarding multilingual capability and ability to account for diverse global VAT rates
- Eissmann uses Doxis4 as a company-wide ECM platform; invoice management is one component of SER's overall solution

SOLUTION

- Doxis4 eMail Importer for inbound invoices arriving via email
- Doxis4 InvoiceMaster Read for automated invoice capture
- Doxis4 InvoiceMaster Control for SAP for workflow-managed invoice auditing
- Doxis4 archive to e.g. store accounting documents and SAP data

INTEGRATION

SAP

DOCUMENT VOLUME

At the project start, ca. 80 invoices daily; now at 100 to 120 daily

USERS

Up to 2,300 employees (according to authorization concept)

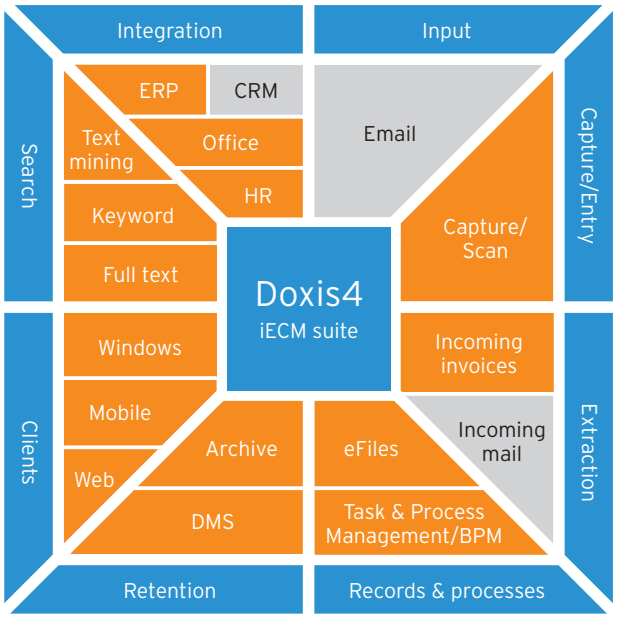
IMPLEMENTATION

Automatic inbound invoice processing began at the Bad Urach, Germany headquarters in the spring of 2013 and was successfully concluded on August 1, 2013. It is currently being rolled out in the US, Czech Republic and Mexico (starting Q1/2019). Introducing InvoiceMaster, Eissmann has also approved the receipt of electronic PDF invoices, which are processed via Doxis4 InvoiceMaster and are compliant with the eInvoicing standard ZUGFeRD.

BENEFITS

- Significant productivity advantages: The average processing time for an invoice was more than halved, from approx. 15 to 17 minutes per document to approx. 5 to 8 minutes
- The same number of employees can process the (now) vastly higher volume of invoices at an even better quality
- Transparency and security: everything is seamlessly documented thanks to all processing steps being logged
- It has been possible to improve process quality overall through the targeted management of the individual processes

Doxis4 MODULES



Doxis4 modules used by Eissmann Group Automotive are highlighted in orange