INVOICE AUTOMATION ADDS VALUE TO ABB’S ACCOUNTS PAYABLE

WITH MILLIONS OF INVOICES RECEIVED ANNUALLY IN COUNTRIES AROUND THE GLOBE, IT WAS INEFFICIENT FOR ABB TO CONTINUE RELYING ON MANUAL INVOICE PROCESSING METHODS. THE COMPANY TURNED TO BASWARE’S INVOICE AUTOMATION SOLUTION WITH THE GOALS OF INCREASING EFFICIENCY, ACHIEVING A HIGHER DEGREE OF VISIBILITY AND STANDARDIZING THE INVOICE HANDLING PROCESS.

ESTABLISH SHARED SERVICE CENTERS

As the global leader in power and automation technologies for utilities and industry, ABB receives and processes millions of invoices each year in countries all around the world. Trying to keep track of all these invoices and manage accounts payable (AP) processes was a very labor intensive and time-consuming process. With a vision to standardize processes and improve efficiencies, the company decided to establish country-based Shared Accounting Service Centers (SAS Centers), governed by the Shared Accounting Services Lead Center (SAS LC). At the same time, the company embarked on its journey to further automate AP operations.

In addition to AP, Accounts Receivable, General Accounting and Fixed Assets operations were implemented in SAS Centers in several countries around the globe. Currently, SAS Centers are operational in 34 countries. Determined to achieve more effective invoice processing, ABB conducted a thorough evaluation of automated invoice processing solutions, and with input from several ABB locations worldwide, selected Basware’s invoice automation solution as a preferred solution.

“WE WERE ALREADY USING BASWARE IN A FEW COUNTRIES, AND THE SOLUTION HAD A SOLID TRACK RECORD OF RESULTS,”

says Pether Jonsson, Group Vice President.

CUSTOMER:
ABB
INDUSTRY:
Manufacturing
LOCATION:
Global
BASWARE SOLUTIONS:
Basware e-Invoice Receiving
"We were particularly impressed with Basware’s ability to connect to multiple ERPs. Additionally, the solution’s multi-language and multi-currency capabilities, along with Basware’s global operations, were essential to support our global organization."

In ABB Switzerland, for example, prior to implementing Basware, 380,000 invoices each year were primarily processed manually. Typically, invoices were manually entered into the purchase invoice ledger, and routed internally to the appropriate recipient. They were then checked and approved, forwarded to the Accounts Payable department in the internal mail, processed, verified, and manually booked and archived. To make these processes simpler, faster and more efficient, the company decided to centralize the accounting processes of all of its 14 Swiss business units into one Shared Accounting Service Center and implement Basware’s invoice automation solution. Basware and ABB Switzerland jointly designed the system architecture based on ABB’s processes and requirements, with input from Basware regarding best practices. Basware configured the system to interface with the company’s SAP systems. The Basware solution is being used by 4,000 users in Switzerland, alone.

"We were able to roll out the project in keeping with the intended schedule and budget constraints, and our collaboration with the Basware consultants has worked well. We still have the same point of contact today, and such continuity cannot always be taken for granted. Our Basware contact always goes out of his way to involve us, and the customer service is extremely well organized,” says Klaus Martin, Accounts Payable Manager and Basware Project Manager at ABB Switzerland.

PROCESSING TIME CUT IN HALF

Today, the Basware solution is used to scan in purchase invoices, validate the scanned data, and incorporate the invoices into Basware’s invoice automation system in one single step —
ABB is a leader in power and automation technologies that enable utility and industry customers to improve their performance while lowering environmental impact. The ABB Group of companies operates in around 100 countries and employs about 117,000 people.

Basware is the global leader in providing purchase-to-pay solutions, e-invoicing and innovative financing services. Basware’s commerce and financing network connects businesses around the globe. As the largest open business network in the world, Basware provides scale and reach for organizations of all sizes, enabling them to grow their business and unlock value across their operations by simplifying and streamlining financial processes. Small and large companies around the world achieve significant cost savings, more flexible payment terms, greater efficiencies and closer relationships with their suppliers.

Find out more at:
WWW.BASWARE.COM