

## CASE STUDY:

Are

# BASWARE

# HELPED ARE HANDLE

# A MOUNTAIN OF INVOICES

**FINLAND'S LARGEST TECHNICAL BUILDING SERVICES PROVIDER, ARE, OFFERS BUILDING LIFECYCLE SERVICES WHICH RANGE FROM NEW CONSTRUCTION TO MAINTENANCE AND UPKEEP. WITH SEVERAL THOUSAND SITES, ARE HANDLES UP TO 300,000 INVOICES PER YEAR. BASWARE'S SOLUTION PROVIDES ARE WITH EFFICIENT AUTOMATIC MATCHING OF SMALL INVOICES FOR MATERIALS.**

For example, when a shopping mall drain is blocked and the floors are flooded, the Are Service Center gets a phone call. Regardless of the time of day, a building services professional gathers the necessary materials and equipment and arrives to fix the problem. When the job is done, Are charges the client for the materials.

For accounts payable, this operating model means that some of the invoices may amount to only a couple of euros. **Päivi Tuominen**, Account Manager at Are, estimates that the company processes more than 25,000 invoices each month.

"Maintenance Services, in particular, often do minor tasks that only require a few spare parts. However, all these purchases need to be matched with a job. At Are, over 85% of our invoices are worth less than 1,000 euros. It does not make sense to spend too much time processing them," Tuominen says.

Are uses Basware's purchase-to-pay (P2P) solution. Previously, the company used the Basware IP 5.1 software for invoice processing and matching. The latest version in use, including the interface, was inherited from Lemminkäinen when Are acquired its technical building services in 2014.

Are decided to transform to Basware's new generation P2P SaaS solution. They also wanted to automate invoice matching and provide approvers with mobile access to the system.

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Account Manager  
Päivi Tuominen, Are

### CUSTOMER:



### INDUSTRY:

Are is Finland's largest technical building services provider. Are provides services that cover the whole lifecycle from new building construction to property services for maintenance and upkeep, as well as ensuring energy efficiency and a pleasant indoor climate in customers' buildings.

### LOCATION:

Vantaa, Finland. Operations in 25 localities in Finland and St Petersburg.

### BASWARE SOLUTION:

P2P SaaS

**basware**

Simplify Operations, Spend Smarter.

**AUTOMATIC MATCHING REQUIRES  
MORE ACCURATE PRODUCT AND  
REFERENCE DATA AS WELL  
AS BETTER SUPPLIER INVOICE  
DATA QUALITY.**

“Basware was a familiar partner to us, and their solution met our requirements. Our main goal is to increase the level of automation, but we might also see the number of errors go down, once the system increasingly matches invoices using automated rules,” Tuominen says.

In the first few months, the system has automatically matched 57% of Are's PO-related invoices. Less time is also being spent on managing user data, thanks to Basware's easy-to-use backup system. Furthermore, invoices are

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transferred more smoothly to the SAP ERP system.

**TWO BIG CHANGES**

Are also carried out a significant SAP update at the same time as the Basware implementation.

“We did some changes to the SAP purchase order processing as a separate project and updated the user interface for approving purchase orders. Even though not ideal, we could not avoid implementing these two changes simultaneously. Carrying out several big improvements like this forced us to slightly adjust our schedule,” Tuominen says.

The system updates also called for some changes in Are's day-to-day working methods. For example automatic matching requires more accurate product and reference data as well as improved

supplier invoice data quality. These have been big changes for the company.

“From the start, we understood the importance of change communications, but they still should have started earlier. In retrospect, training should also have been started earlier. Getting used to a new process always takes time,” Tuominen says.

According to Tuominen, some time savings have already been realized and in the future the system will help save even more time for the business as a whole, as well as for accounts payable, specifically. Automation also eliminates mistakes, as the system takes care of the repetitive work, thus freeing up finance professionals' time and allowing them to focus on supporting the business in other ways.

**ABOUT BASWARE**

Basware is the global leader in providing networked purchase-to-pay solutions, e-invoicing and innovative financing services. Basware's commerce and financing network connects businesses in over 100 countries and territories 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. ©Basware 2018

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