



Case Study

ARE

Driving business efficiency with automated invoice matching and processing.

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Basware was a familiar partner to us, and their solution met all our requirements. We have increased the level of automation and seen a dramatic decrease in processing errors thanks to the automatic matching of invoices using automated rules.”

Päivi Tuominen, Account Manager, ARE

[Read the full story](#)



Industry: Construction & Real Estate



Regions: Finland



Solutions: Basware AP Automation



Processing over 300,000 invoices per year, ARE turned to Basware to help drive automation across their AP function and increase invoice handling efficiency.

Introduction

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

ARE has 25 localities in Finland and St Petersburg. The company chose Basware to eliminate time-consuming manual invoice processing and facilitate its journey to full invoice automation.

Challenge

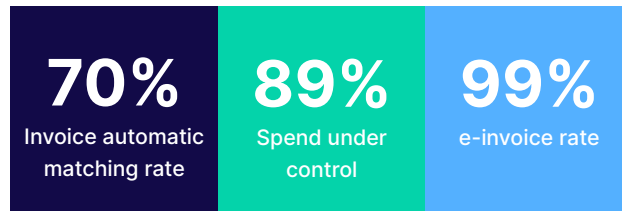
ARE is a 24/7 business. When ARE customers encounter a problem, such as a blocked drain and flooded floors, ARE needs to be available regardless of the time of day.

The standard response by ARE to any customer issue is to send out an ARE employee to assess, buy the necessary materials or equipment, and fix the problem.

For accounts payable, this operating model means managing a high volume of low-value invoices, and these invoices also come from a wide array of local suppliers. Päivi Tuominen, Accounting Manager at ARE, estimates that the company processes more than 25,000 invoices each month.

Maintenance Services, in particular, often perform minor tasks that only require a few spare parts. However, all these purchases need to be matched with a job. The existing process proved time-consuming, and approvals were causing backlogs due to approvers being on-site at customers, not in the office.

Optimizing the process



Solution

Having an existing relationship with Basware through a subsidiary, they knew Basware understood their business. After reviewing Basware's AP Automation solution, they agreed that it met their requirements and would dramatically boost automation across the AP function.

Alongside implementing the Basware AP Automation solution, ARE also carried out a significant SAP update at the same time. Although running the two projects alongside each other wasn't ideal, ARE couldn't avoid implementing the two changes simultaneously. And the major positive was that they were able to update the approval interfaces in both systems allowing for increased automation once live.

The system updates also called for some changes in ARE procurement processes. Working with suppliers, they improved supplier data quality with more accuracy on product and reference data. Implementing Basware Network simplified the invoice receiving process and allowed suppliers to send digital invoices instead of paper.

Finally, a training plan was launched to bring purchasers and approvers within ARE up to speed with the new solution.

Results

The Basware AP Automation has also unlocked significant time savings almost immediately. Data errors that previously slowed down invoice handling have been reduced significantly.

ARE has migrated almost all suppliers to deliver their invoices electronically, further improving data quality. ARE now has a 99% e-invoice rate, which dramatically impacts automation levels.

The invoices received are now processed faster than ever with 70% of invoices automatically matched. This allows the AP team to focus on remaining exceptions and other more value-generating tasks.



Take-outs

- Faster invoice processing
- Manual mistakes eliminated
- Fully automated process
- User data management simplified

Spend visibility has also improved, with finance now able to see that 89% of invoices are attached to a PO. And with approvals now able to take place when an employee is mobile, at least 64% of invoices are paid on time.

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ABOUT BASWARE Basware is how finance leaders in global enterprises can finally automate their complex, labor-intensive invoice processes and stay compliant with regulatory change. Our AP automation and invoicing platform helps you achieve a new level of efficiency – in a matter of months – while reducing errors and risks. We bring a unique combination of true automation, complete coverage, and deeper expertise to make it all just happen for our customers. That's why the world's most efficient AP departments rely on Basware to handle millions of invoices per year. **Basware. Now it all just happens.** ©Basware 2023

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