

## CASE STUDY:

FORBO FLOORING

# BASWARE INVOICE PROCESSING: A REFRESHING SOLUTION

EFFICIENCY IS IMPORTANT FOR ANY ORGANIZATION, ESPECIALLY DURING A CHALLENGING ECONOMIC CLIMATE. THIS IS NOT ONLY TRUE FOR THE PRODUCTION PROCESS, BUT ALSO FOR THE ADMINISTRATIVE PROCESS WHICH IS INEXTRICABLY LINKED TO IT. FORBO FLOORING IN ASSENDELFT IS PLEASED WITH THE BASWARE INVOICE PROCESSING (IP) SOLUTION. BASWARE IP HAS BEEN ADOPTED IN THE NETHERLANDS, FRANCE AND SCANDINAVIA. THE SWISS DIVISION WILL FOLLOW IN THE NEAR FUTURE.

**“EVEN THE TAX AUTHORITIES ARE COOPERATING. BASWARE IP IS OF ENORMOUS ADDED VALUE TO OUR ORGANIZATION.”**

Ruud Paanakker, Finance Manager at Forbo Flooring.

Assendelft is the epicenter of Forbo Flooring in the Netherlands. Millions of meters of linoleum and other flooring products, for both the business and consumer markets, are produced every year in this small town in Northern Holland. Hospitals and schools, in particular, are big purchasers of Forbo floor covering. Finance

Manager, Ruud Paanakker has worked at Forbo Flooring for 22 years. He explains: “The Netherlands is a very important market, but we also have a large sales channel network across our borders. In addition to many countries in Western Europe, our most important sales channels are the United States, Australia, Eastern Europe and the Far East. There are approximately 650 employees in Assendelft, and we also have production facilities in Krommenie and Coevorden. Forbo has many commercial activities that generate a large number of invoices.”

### **BEFORE: PAPER SHUFFLING AND SUB-OPTIMAL PROCESSES**

Forbo Flooring receives around 40,000 paper invoices per year. These are processed by

#### **CUSTOMER:**

**Forbo**

#### **INDUSTRY:**

Manufacturing/Wholesale/Retail

#### **LOCATION:**

Netherlands, Denmark, Sweden, Finland, France, Switzerland

#### **BASWARE SOLUTIONS:**

- Basware Invoice
- Basware Match
- Basware Fastscan Freeform Server
- Basware anyERP for SAP
- Basware Image Viewer

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Simplify Operations, Spend Smarter.



## PAPERLESS FUTURE

four employees. "From the moment the invoice is received, it's a challenge to arrange timely payment. In the past, the process was cumbersome: the invoices truly traversed the entire company. They would get lost: buried in a pile of papers, languishing in the in-box of an employee on leave... it took too long for invoices to be approved. We didn't have a clear overview of which invoices were still outstanding, or which were past their due date. The approval workflow obstructed the timely processing of these invoices.

Other challenges included: budgetary approval persons attached a form to each invoice they received, indicating under which ledger account, cost center or project it needed to be entered. This form would arrive at the administrative department where it was then copied. It was a time-consuming duplication of work. We needed a better process."

### CHOOSING THE RIGHT SOLUTION

Paanakker did his homework, thoroughly researching potential partners who could automate

the invoice processing system. He reviewed information from approximately twenty suppliers, and developed a shortlist to research further. Eventually, he selected Basware IP. "At the time, Basware had an existing relationship with Kofax, which was a supplier being used by our head office in Switzerland. Kofax was to assume responsibility for the scanning process, whilst Basware would tackle the workflow. We took our first step toward a paperless future."



### A SOLUTION TO HANDLE INVOICES FROM SUPPLIERS AROUND THE WORLD

Basware IP was implemented, and an important upgrade followed in 2011 when the SAP system, that works in close liaison with the Basware solution, was scaled up to the Unicode system.

"Because of our international activities, we deal with various languages. For instance, linoleum is made from linseed from North America, resin from Indonesia and China, wood flour from Germany, cork from Portugal, and

jute from India and Bangladesh.

Many international suppliers who generate many 'international' invoices. In Assendelft, we receive the majority of these invoices by post, while ten to fifteen percent are already in digital format. Before the upgrade, Kofax handled the scanning process. After the upgrade, we migrated to the scanning tool from Basware, and now handle the scanning ourselves. It runs flawlessly. "

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**"THE NUMBER OF INVOICES (40,000) THAT WE RECEIVE FROM ASSENDELFT, COEVORDEN AND KROMMENIE HAS REMAINED THE SAME. THERE STILL ARE FOUR PEOPLE WORKING ON INVOICE PROCESSING, BUT BECAUSE THE BASWARE IP PROCESS IS SO MUCH MORE EFFICIENT, WE HAVE BEEN ABLE TO**

## EXPAND THEIR TASKS AND RESPONSIBILITIES WITHIN FORBO FLOORING.”

### ROLLOUT TO OTHER COUNTRIES

What started out as a project in Assendelft has evolved into an international implementation process for a large part of the Forbo Flooring organization.

Ruud Paanakker was the main person responsible for managing the implementation of the digital invoice processing system within Forbo Flooring in Assendelft. He’s still closely involved with the project. “I currently remain the process owner of the system that we also implemented in Denmark, Norway, Sweden and Finland. And, a short while ago, France also switched to Basware IP. Our Swiss factory in Giubiasco will also switch to Basware IP and the scanning tool. Each country appoints their own project leader, but as a key user, I am still closely involved with further rollouts in other countries.”

## BENEFITS OF BASWARE INVOICE PROCESSING

Forbo Flooring is very pleased with the switch to Basware IP.

Forbo Flooring is very pleased with the switch to Basware IP. “The tracking of invoices by the track & trace system means we always know exactly where an invoice is within the organization, what has happened to it and what still needs to be done with it. The digitization of the entire project has been liberating.”

We also process expense reports via Basware IP. When an employee submits an expense report, it is scanned, including all receipts that are attached to it. The report is approved by his manager via Basware IP. The tax authorities have recently permitted this process, so that all paper invoices and reimbursement forms can be discarded after they are scanned. Everything is now digitally recorded: Forbo Flooring is ready for a digital archive, as well as a paperless future.”



ABOUT: FORBO  
FLOORING

Forbo Flooring Systems has fifteen production locations and sales offices in more than thirty countries. These production locations manufacture floor coverings for both the commercial and consumer markets. The Forbo Flooring assortment comprises linoleum, vinyl, carpet tiles, needlefelt, Flotex flocked flooring and entrance floor coverings.

Forbo Flooring also supplies installation and maintenance services. At the location in Assendelft, a large international linoleum collection is designed, developed and produced. The Forbo Flooring Systems division is part of the Swiss Forbo Group, a world leader in flooring solutions and transport systems.

### ABOUT BASWARE

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](http://WWW.BASWARE.COM)

