



Case Study

Tokmanni

A quick and seamless transition to efficient automation.

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✓✓ Every KPI is automatically in place, and we can immediately see the total level of invoice matching, the share of e-invoices, and the invoices paid on time. We can also see which invoices are completely automated and which contain something that is preventing efficient automation on a supplier and order basis.”

Heli Tolonen,
Financial Manager, Tokmanni

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Industry: Retail



Regions: Finland



Solutions: Basware AP Automation



✓✓ Having the right people in the right positions is crucial for success. My thanks go out to Basware's consultants, who quickly found solutions to all of the questions that arose during the project."

Heli Tolonen, Financial Manager,
Tokmanni

Finnish discount retailer, Tokmanni, was seeing rapid growth and decided to centralize its logistic operations in Mäntsälä, Finland. The growing company wanted to continue improving its operational efficiency and use automation in its Accounts Payable (AP) department.

Introduction

The Tokmanni Group is the largest discount retailer in the Nordics, with over 200 stores in Finland. The company employs over 4,000 and has revenues of over €1 billion.

When the time came to replace its Citrix remote access software with a modern browser-based solution, Tokmanni opted for Basware AP Automation as the best fit.

Challenge

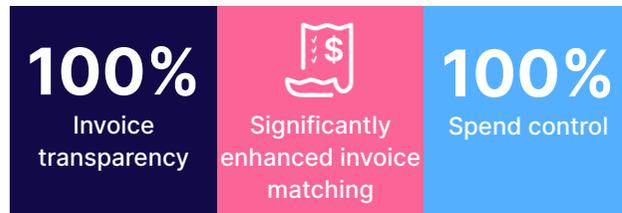
The number of invoices at Tokmanni was growing rapidly. Today, the company processes roughly 500,000 invoices a year, including 450,000 direct purchase orders (POs).

Tokmanni's purchase orders are housed in its Microsoft Dynamics AX, ERP system, and almost 70% of the invoices are matched to POs. E-invoicing is nothing new for Tokmanni, as the company receives 95% of its invoices electronically. Before adopting Basware's invoice processing system, Tokmanni used Rondo.

Tokmanni's AP processes were already in the Cloud, but found it was time to replace the Citrix remote access software with a modern browser-based solution.

The company's most important requirement was to improve the invoice matching level. Tokmanni requested quotes from selected providers and shortlisted two - before partnering with Basware.

Optimizing the process



Solution

Tokmanni started the process of replacing its old invoice processing system with a new AP solution. Tokmanni's past IP solution implementation encountered a few speed bumps, including required development to increase the invoice matching levels and improve the batch processing features. Tokmanni was thrilled to learn that Basware's solution included those features by default.

Tokmanni and Basware finished the project ahead of schedule, thanks to the commitment of both companies' project teams. Having the right people in the correct positions proved crucial for success.

Post-Implementation training was provided to store teams to ensure validators understood the approval workflows and felt confident in using the new system.

Results

Tokmanni's AP team now centrally manages the group's goods and contracts and Basware introduced enhanced functionality for locally managed store-level invoices. Manual processing of recurring invoices is eliminated; as Basware's solution automatically handles approved invoices.

For smaller suppliers of goods and services, Tokmanni utilizes the Basware portal to allow suppliers to convert traditional invoices into e-invoices.

Tokmanni's AP professionals consider Basware's solution to be distinctly modern and user-friendly. Its out-of-the-box reporting features provide 100% spend visibility, transparency of approval times, and an invoice processing status overview.

✓✓ **In-house co-operation works best when you have an easy way of producing reports that show what needs to be done to enhance payment processes and pay invoices on a supplier and invoice level, on time and efficiently."**

Heli Tolonen, Financial Manager, Tokmanni



Take-outs

- Enhanced invoice matching
- Improved batch processing features
- Elimination of manual invoice processing
- Full transparency and reporting

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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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