

CASE STUDY:

UNIVERSITY OF OSLO

AT THE UNIVERSITY OF OSLO, TWO THIRDS OF ALL INVOICES RECEIVED ARE E-INVOICES

THE GOVERNMENT REQUIREMENT FOR PUBLIC SECTOR SYSTEMS TO RECEIVE ELECTRONIC INVOICES WAS JUST THE MOTIVATION THAT NORWEGIAN UNIVERSITIES NEEDED. THEY QUICKLY BECAME ELECTRONIC INVOICE ADVOCATES. A COLLABORATION WITH BASWARE FOCUSING ON SUPPLIER ACTIVATION PRODUCED IMMEDIATE RESULTS. AT THE UNIVERSITY OF OSLO (UIO), THE PROPORTION OF ELECTRONIC INVOICES HAS INCREASED FROM 13 PERCENT TO WELL OVER 60 PERCENT IN JUST ONE YEAR.

SUPPLIER ACTIVATION IS THE KEY

For UiO and the universities in Bergen (UiB) and Trondheim (NTNU), the key was Basware's supplier activation service. The idea behind the activation program is to find solutions that are already in use, and then adopt them for the benefit of all. In this case, this involved connecting the sender and recipient of electronic invoices across Basware Commerce Network.

Mr. Myhrvold explains: "Together with Basware, we contacted the university's suppliers to give them information and encourage them to send electronic invoices. In just a few months, UiO and

Basware managed to increase the proportion of electronic invoices from around 20 percent to well over 70 percent. Our aim now is to increase this to 90 percent by this time next year with more follow-up and support from Basware. Basware has supported the universities in Bergen and Trondheim in the same way."

This has resulted directly in other improvements in several areas. The entire process is now more flexible and less vulnerable. Users spend less time verifying and scanning invoices, so they have more time to work on the minority of invoices still not being sent in an electronic format and they are authenticated and verified more quickly.

CUSTOMER:



UiO : **University of Oslo**

INDUSTRY:

Public Sector / Education

LOCATION:

Norway

BASWARE SOLUTION:

- Basware e-Invoice for receiving
- Basware Supplier Activation Service

basware

Simplify Operations, Spend Smarter.

“AT THE BEGINNING OF 2013, THE PROPORTION OF ELECTRONIC INVOICES RECEIVED WAS 13 PERCENT. WE MANAGED TO INCREASE THIS TO AROUND 20 PERCENT DURING 2013, BUT IT WAS ONLY WHEN WE - IN COLLABORATION WITH BASWARE - LAUNCHED THE SUPPLIER ACTIVATION INITIATIVE THAT THINGS REALLY TOOK OFF.”

Lars Myhrvold, Administrative Manager of the Invoices Received Group, UiO

DEFINED PHASES FOR SUPPLIER ACTIVATION

Basware’s model for supplier and customer activation involves three main phases. The first phase defines all project details including objectives, current status, supplier/customer overview, segments, campaign materials, activities, and responsibilities.

Second is the implementation phase when information is published through relevant channels, and supplier/customer target groups are activated. In this phase it’s important to follow up on the activation, something that Basware has plenty of experience with. Basware’s adoption methodology and insight into the process results in a successful rollout with a much greater proportion of invoices being processed electronically.

Finally, there’s a closing phase that focuses on reporting, documentation, and training; after which, the customer is able to assume responsibility for the project. If there is a need for further support from Basware, the company’s advisers are available for this purpose.

“Our collaboration with Basware on the supplier activation has given such good results, we’re setting our sights even higher. Working with Basware has really been a pleasant experience,” Mira concludes.

“WE HIT OVER 60 PERCENT WAY AHEAD OF SCHEDULE AND NOW WE ARE AT 75 PERCENT. OUR AIM FOR THE COMING YEAR IS TO REACH AS HIGH AS 80 OR EVEN 90 PERCENT, AND WE BELIEVE THIS IS POSSIBLE WITH BASWARE ON OUR SIDE. THERE WILL COME A TIME WHEN WE’RE ALL USING ELECTRONIC INVOICES 100% OF THE TIME, SO WHY SHOULDN’T WE GET READY FOR THE FUTURE TODAY?”

concludes Lars Myhrvold

ABOUT THE UNIVERSITY OF OSLO

The University of Oslo was founded in 1811 as the first university in Norway. Today it is the country’s largest public institution of research and higher learning with 27,000 students and 6,100 employees.

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 organisations 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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