Case Study

Boels Rental

Overcoming AP challenges using automation

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I came here to automate. I want the same team size but to automate 80% of our invoice processing. I think we can get there with Basware's help."

Rob van der Hagen,
Head of Accounts Payable (AP) Europe, Boels Rental

Read the full story

Industry: Construction, Transport & Logistics

Regions: Europe

Solutions: Basware AP Automation e-invoice Receiving

Introduction

Boels Rental is one of the largest plant equipment rental companies in Europe. It offers access to the largest and broadest range of modern and top quality equipment and tools.

Boels has over 725 branches in 18 countries across Europe and prides itself on supporting even the most extraordinary requests from its customers.

Given Boels' pan-regional structure, it has a highly complex financial system and processes. Boels needed a partner who could help them deliver increase efficiencies and take them on a journey of automation.
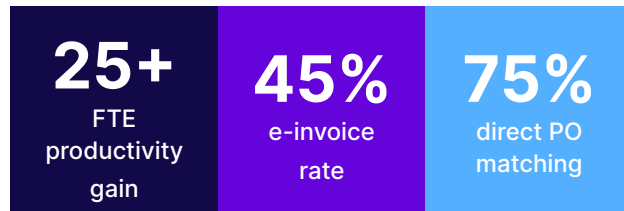
Challenge

Boels Rental needed a partner who could automate incoming invoices in a diverse range of formats: XML invoices, machine-readable PDF, or e-invoices. It also wanted to use templates for non-PO invoices and payment plans for recurring costs such as rent, electricity, gas, etc.

Increasing the efficiency of the AP function was seen as a critical requirement. Automation was seen as the key to reducing headcount while supporting the organization's growth.

Finally, the highly complex nature of Boels' invoice pre-booking system meant internal processes needed to evolve. But to support that, Boels needed improved visibility to see where bottlenecks within the organization existed, specifically within the approval process.

When I first heard about Basware's capabilities, I thought there would be many opportunities to automate invoices – that was what impressed me the most and how we could do that."

Rob van der Hagen,
Head of Accounts Payable, Boels Rental.

The future looks bright for Boels Rental now they're fully embracing invoice automation with Basware - so much so that their Head of AP in Europe says he "can't wait to go to work tomorrow to automate, automate, automate".

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Optimizing the process

25+ FTE productivity gain	45% e-invoice rate	75% direct PO matching

Solution

Boels implemented Basware AP Automation and the Basware Network. As part of the solution, Boels gained access to the built-in analytics tools. This helped Boels identify where problems in the approval processes lay.

With support from Basware, Boels began updating its processes and training its people. "When I look back now, we've had some good consultants from Basware's Advisory Services team. They challenged us to look at our processes and see how we could change that."

Alongside these changes, Basware took responsibility for scanning and capturing all Boels' paper invoices into the system. These invoices were then automatically available to the AP teams to review and process."

In addition, a supplier enablement campaign was run to educate suppliers on Boels' new network solution and how suppliers could send machine-readable PDFs directly to the Basware portal.

Results

Boels Rental is very enthusiastic about their Basware solution. Boels now receives over 45% of their invoices electronically, compared to below 5% before implementing Basware AP.

In addition, Boels has been able to resolve many of the compliance challenges it faced operating in multiple markets across Europe, thanks to the innovative use of VAT templates available within Basware. Using templates to help the team pre-code ledger entries and identify cost centers has helped improve automation significantly.

Boels has also created payment plans within Basware's Spend Plan functionality to process recurring invoices automatically.

From a productivity gain, Boels has reduced its AP team from over 50 people down to 25 and continues to find efficiency gains in its invoice handling processes.

Take-outs

- Increasing invoice automation rates
- Identifying issues is easy with analytics
- Productivity gains in invoice handling
- Simplifying the process with VAT regulation templates

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