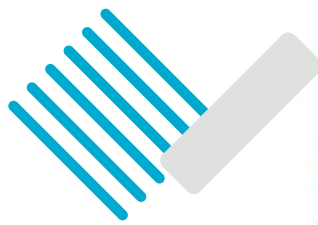


CASE STUDY:

Boels Rental



BOELS HEAD OF AP IS EXCITED TO "AUTOMATE, AUTOMATE, AUTOMATE"

THE FUTURE LOOKS BRIGHT FOR BOELS RENTAL NOW THAT THEY'RE FULLY EMBRACING INVOICE AUTOMATION WITH BASWARE - SO MUCH SO THAT IT IS HELPING GIVE THEIR HEAD OF AP EUROPE A LOT OF ENTHUSIASM.

"I can't wait to go to work tomorrow to automate, automate, automate," says Rob van der Hagen, Head of Accounts Payable (AP) Europe at Boels Rental.

It wasn't always this way, but now that Boels have started to automate their processes successfully, they believe they can move from 5% to 20% automation in just a year. In an organisation with a highly complex system for pre-booking invoices, this sort of progress impressive.

MOVING FROM BASWARE'S ON-PREMISE SOLUTION TO THEIR CLOUD OFFERING

Boels Rental has been using Basware for many years and moved away from their on-premise solution towards the cloud-based SaaS offering nearly three and a

half years ago, which is when Rob joined their team.

Boels Rental decided to move to Basware's cloud solution because they knew Basware was the right partner for automating incoming invoices in a diverse range of formats: XML invoices, machine-readable PDF, or e-invoices. They also wanted to be able to use templates for non-PO invoices and payment plans for recurring costs such as rent, electricity, gas etc.

Boels knew that Basware was already helping them increase employee productivity (from 69-81 invoices per day) and wanted to use Basware's analytics solution to give them a better view of the bottlenecks within their organisation, as well as look to outsource their scanning to Basware's Scan & Capture services.

CUSTOMER:



INDUSTRY:

Machinery and equipment

LOCATION:

Europe

BASWARE SOLUTION:

- Basware e-Invoice sending and receiving
- Basware PDF e-Invoice receiving
- Basware Scan & Capture
- Basware AP Automation
- Basware AP Analytics

basware

Simplify Operations, Spend Smarter.



BOELS NOW HAS A LOT MORE VISIBILITY OF THE BOTTLENECKS WITHIN THEIR AP PROCESSES THANKS TO BASWARE'S BUILT-IN ANALYTICS TOOLS.

“WHEN YOU START TO IMPLEMENT SOMETHING NEW YOU ALWAYS HAVE TO THINK - DO WE STILL HAVE TO DO IT LIKE THIS? MAYBE OUR INTERNAL ORGANISATION SHOULD CHANGE OR OUR PROCESSES SHOULD CHANGE.

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.”

Rob van der Hagen, Head of AP Europe, Boels Rental

Today they are able to do all of this and more - but getting there wasn't always smooth sailing.

“When I first heard about the SaaS solution I thought there would be many opportunities to automate invoices - that was what impressed me the most and how we could do that,” says Van der Hagen. Unfortunately the highly complex

nature of Boels' invoice pre-booking system create challenges.

ON REFLECTION: CHANGING PROCESSES

When Van der Hagen first joined the company, Boels wanted to have exactly the same functionality as the old Basware system. Upon reflection, Van der Hagen thinks that changing and looking at processes first would have been the better route to take.

Van der Hagen says, “When you start to implement something new you always have to think - do we still have to do it like this? Maybe our internal organisation should change or our processes should change. We didn't take that into consideration at first but our whole perspective has changed in the last three years.

When I look back now, we've had some good consultants from Basware's Advisory Services team who have asked us about how we've processed things and asked if we could do things differently. They challenged us to look at our processes and see how we could change that.”

EXCITEMENT ABOUT THE RESULTS

“We've just started to automate 5% of our processes,” says Rob,

“and by the end of the year we hope to get to 20-25%. That gives me a lot of energy. I can't wait to go to work tomorrow to automate, automate, automate. I'm very enthusiastic about the Basware cloud solution now.”

Boels now has a lot more visibility of the bottlenecks within their AP processes thanks to Basware's built-in analytics tools. This has enabled them to see that a lot of their challenges have resulted from issues on-site such as incorrect creation of purchase orders missing goods receipt bookings. This visibility has allowed them to work on solutions to improve these issues. “Basware analytics is a very nice tool,” says Rob, “We're using that more and more at the moment. It can help us see where the problems are within our organisation and where the challenges are with the people who pre-book invoices. We can easily find this within Basware. We can also improve our own people's skills and help them learn how to book invoices faster.”

VAT ISSUES

In addition, Boels has been able to resolve issues around the different treatments of VAT due to varying codes and regulations around Europe thanks to the innovative

use of VAT templates available within Basware's SaaS solution.

OTHER CHALLENGES: OVERCOME

The use of templates to help them pre-code ledger entries and identify cost centres has helped improve automation significantly. Boels have also been able to create payment plans within Basware's system to automatically process recurring invoices.

THE BASWARE SUPPLIER ACTIVATION PROGRAMME

But one of the most useful things, in Rob's opinion, is the success of their supplier activation programme which enables suppliers to send machine-readable PDFs directly to the Basware portal. Potentially 25,000 invoices can be sent through the Basware portal and be pre-booked automatically. "That's really fantastic!" says Van der Hagen. "We want to have as many suppliers sending invoices straight into the Basware portal as possible."

FROM 180,000 TO 1 MILLION INVOICES - WITH THE SAME NUMBER OF STAFF

Rob currently manages a team of 25 people across Europe, and as the business expands he doesn't want to increase the size of his team. When he joined the company, they were processing 180,000 invoices per year. Boels are expecting around 300,000 this year and by 2025 they may have as many as 1 million invoices to process. Van der Hagen says, "I don't want 50 people. I came here to automate. I want to keep 25 people and cope with the growth.

BY 2025 THEY MAY HAVE 1 MILLION INVOICES TO PROCESS BUT VAN DER HAGEN SAYS,

"I DON'T WANT 50 PEOPLE. I CAME HERE TO AUTOMATE. I WANT TO KEEP 25 PEOPLE AND COPE WITH THE GROWTH. I WANT THE SAME TEAM SIZE BUT TO AUTOMATE 80% OF OUR INVOICE PROCESSING BY THEN. I THINK WE CAN GET THERE WITH BASWARE'S HELP!"

Rob van der Hagen, Head of AP Europe, Boels Rental

I want the same team size but to automate 80% of our invoice processing by then. I think we can get there with Basware's help. I'm very positive about Basware."

MATCHING PURCHASE ORDERS

In addition: 250,000 purchase orders will have been processed annually by the end of 2018 - 42% of which have a goods receipt (GR), 38% of which are regular orders without a GR, and 20% are depot orders. 75% of the invoices are

matched directly to a purchase order from amongst their suppliers.

EACH AUTOMATED INVOICE MAKES THEM HAPPY

"They pay my salary to improve automation," says Van der Hagen. "The SaaS solution was made to automate invoices. Because it didn't work initially, I didn't feel like I was earning my own salary back. Now I have so much energy because I can see that it's 20% automated - that's four FTEs! I'm looking at all our invoices, I can see which suppliers I can automate or can't. I'm constantly busy and looking into all our companies and suppliers and looking to automate



this together with my team leader. Each invoice that is automated makes me happy. I get a lot of energy from it."

WHY WOULD THEY RECOMMEND BASWARE'S SAAS SOLUTION TO OTHERS?

"It's very user friendly and is faster than the old version. When we pre-booked in Basware in the past it took about 20 seconds - now it's booked straight away. Our average of booking invoices went up by 80 invoices per person per day because it's much faster and more user-friendly. With Basware payment plans, analytics and e-invoicing it all helps us do our jobs better."

WHAT ARE THEIR LESSONS FOR OTHER PEOPLE LOOKING TO GO TO E-INVOICING ON THE CLOUD?

Van der Hagen says, "Look at your own company first. Make a blueprint. Ask yourself: if you did it like this at the beginning should you still do it like this later? Five years ago we could

"I DON'T WANT YOUR SOFTWARE - I WANT YOUR EXPERTISE AND I WANT YOU TO HELP ME GET TO THE AUTOMATION LEVEL THAT I WANT - AND I WANT TO PAY FOR THAT. THE SOFTWARE COMPANY SHOULD HELP ME DO MY JOB BETTER."

Rob van der Hagen, Head of AP Europe, Boels Rental

do things like we do now, but we double in size every 10 years - we have to move on and change and look at processes. I think you should look at your own, internal organisation. I didn't do that when I started working here. Now I'm thinking much more about processes - so I've moved on, myself, as well."

FINALLY: MAKE USE OF BUSINESS CONSULTING SERVICES

Van der Hagen's final word of advice to anyone looking to move from an on-premise to a cloud-

ABOUT BOELS RENTAL

Boels Rental is the largest hire provider of equipment and tools in Europe. With more than 2,500 products and 4,000 employees over 400 stores they service the Netherlands, Belgium, Luxembourg, Germany, Austria, Switzerland, the United Kingdom, the Czech Republic, Slovakia, Poland, Norway, Denmark, Italy, Hungary, and France.

based solution is about getting the right help. "You really need a good business consultant to make it perfect, to make it happen," says Van der Hagen. "You can't do it by yourself."

Rob believes that software is only the starting point. "I don't want your software - I want your expertise and I want you to help me get to the automation level that I want - and I want to pay for that. The software company should help me do my job better."

Today, that's exactly what Basware does for Rob and for Boels Rental.

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

Find out more at:

WWW.BASWARE.COM



Pictures: Shutterstock

