



Case Study

KION

Enhancing AP Efficiency with Basware Solutions

basware
Now it all just happens™

✓✓ Basware's European reach is much more comprehensive than other AP providers, and their compliance services will ensure KION adheres to the new mandates being launched across Europe and beyond."

Thomas Müller,
Senior Director, GPO Finance Supply Chain at KION Finance Solutions.

[Read the full story](#)



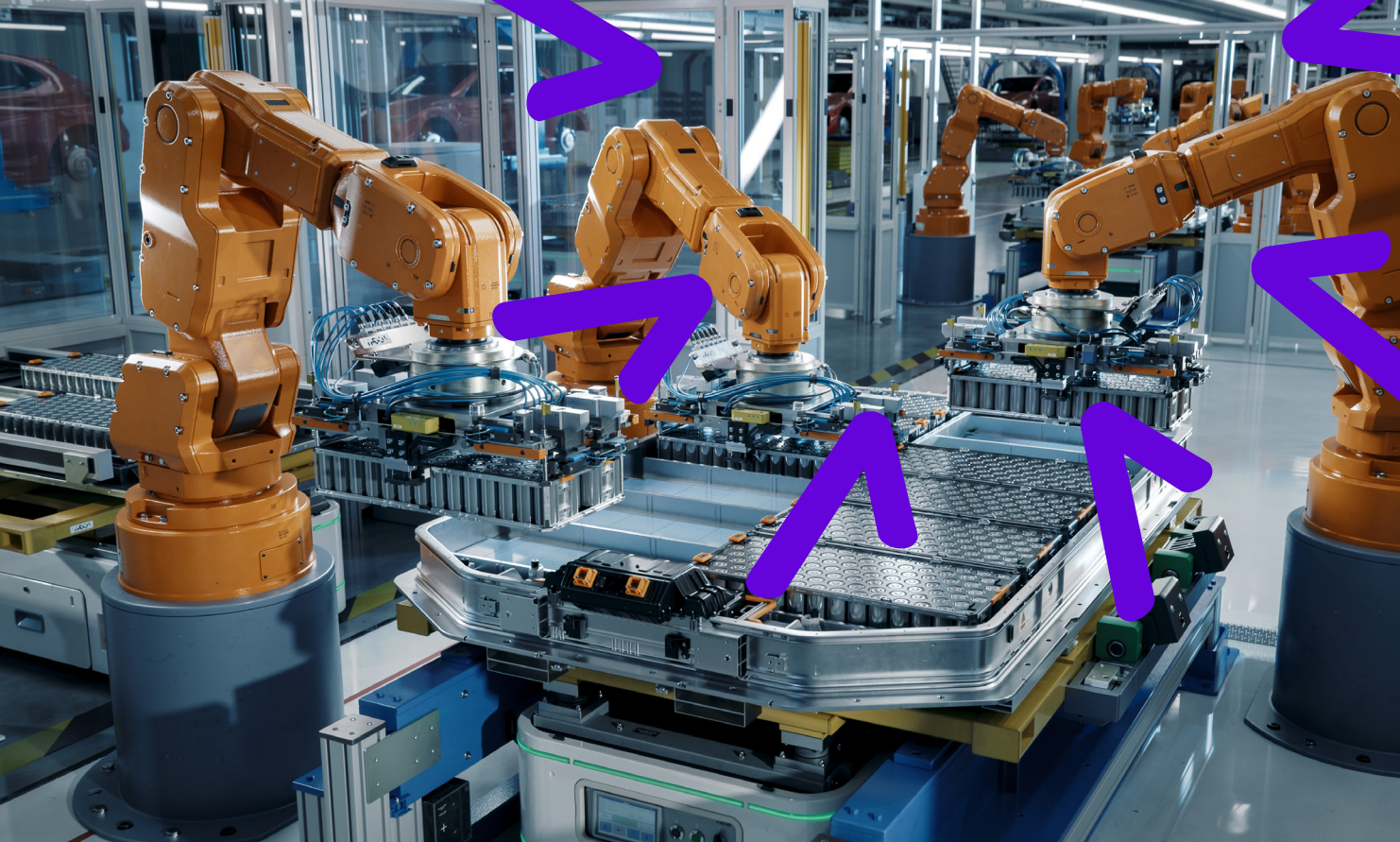
Industry: Manufacturer



Regions: Global



Solutions: AP Automation



The partnership started during KION's pilot phase to consolidate European entities into a Center of Excellence in Poland. Recognizing the need for modernization and enhanced automation, KION started to transition to Basware's more sophisticated AP solutions.

Challenge

Fragmentation among entities and a partial reliance on manual paper-based invoicing held back KION's operational efficiency goals. A lack of a user-friendly interface, combined with inconsistent invoice handling across local offices, further complicated their invoice management. Looking at their legacy systems, KION decided they lacked the innovation and automation potential necessary to comply with the evolving compliance mandates across Europe.

✓✓ Basware's AP Automation solutions have unlocked significant opportunities for KION. With enhanced efficiency and global compliance capabilities, we are well-positioned for future growth and innovation."

Thomas Müller,
Senior Director, GPO Finance Supply
Chain at KION Finance Solutions.

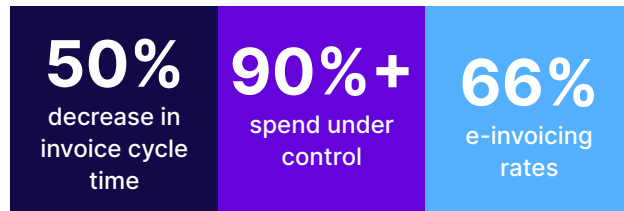
Introduction

KION, a global leader in forklift trucks and warehouse equipment, operates across six continents with over 42,000 employees and generates approximately €11.4 billion in revenue. With a presence in more than 100 countries, KION offers comprehensive supply chain solutions. To optimize their Accounts Payable (AP) processes, improve operational efficiency, and harness advanced AP technology, KION forged a strategic partnership with Basware.

✓✓ We required a sophisticated and automated solution to enhance our AP processes, as it was clear our legacy systems weren't going to provide the support needed to achieve our objectives."

Thomas Müller,
Senior Director, GPO Finance Supply
Chain at KION Finance Solutions.

Optimizing the process



Achieving Efficiency KPI Milestones

Since implementing Basware solutions, KION has achieved remarkable efficiency milestones. Their previous transition to a shared service center now shows more process harmonization and better efficiency by streamlining invoice submission and ensuring timely payments from suppliers. Basware's continuous innovation promises further efficiency enhancements as KION progresses their internal alignments. Comprehensive analytics empower KION's AP optimization efforts, enabling informed decision-making through insightful KPI monitoring and dashboard presentations.

The touchless processing rate increased to 42%, showcasing substantial automation gains, while the e-invoicing rate reached an impressive 58%, indicating streamlined processes and reduced manual

intervention. Invoice cycle times decreased by 50%, currently averaging 7.6 days. KION now maintains over 90% spend under control, underpinning better financial oversight and management.

Enhanced User Experience and Strategic Advantages

Basware's superior user interface was welcomed by KION's workforce, fostering clearer communication and understanding. The platform's modern design and intuitive features eased adoption and usage. Leveraging Basware's global presence, KION is now able to take advantage of direct Basware-to-Basware connections, reducing complexity and costs associated with disparate solutions.

Future Prospects and Continuous Improvement

Basware continues to play a pivotal role in KION's ongoing digital transformation journey. With Basware as their default AP processing solution, KION's upcoming SAP S4 Hanna implementation aligns seamlessly with their strategic objectives. The partnership with Basware extends beyond software provision, with the Customer Success Team actively collaborating to enhance KPIs and deploy solutions across all KION locations. KION is



also interested in new offerings like the Audit and Recovery Services, Statement Reconciliation, and AP Protect solutions and aims to pilot these soon.

Driving AP Excellence with Basware

KION's partnership with Basware has established significant improvements in AP efficiency and compliance. Basware's innovative solutions, coupled with KION's commitment to excellence, position them for sustained growth and operational optimization. As KION continues its digital transformation, Basware remains a trusted partner, driving AP excellence and strategic success.

Contact us

More Case Studies

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 2024

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