

At a glance

Customer

- BwFuhrparkService GmbH
- Founding year: 2002
- Employees: 1.800
- Head office: Troisdorf near Cologne
- Certification: DIN EN ISO 9001:2000 certified since 2005 by DEKRA Certification GmbH

Industry sector

- Mobility services, defense

Key figures

- Vendors: 7.000
- Incoming invoices per year: approximately 200,000 with 250,000 pages, with an upward tendency

Challenge

Invoice processing within BwFuhrparkService GmbH used to be a longsome process as two release approval levels are provided for each invoice and the persons involved in releasing invoices are distributed over 24 locations throughout Germany. By implementing an SAP integrated solution for automatic invoice receipt processing, these processes were to be shortened and structured more transparently.

Solution

- FIS/edc® - Electronic Document Center
- FCI - Invoice reading software

Benefit

Relief of the accounting department from additional manual tasks, better overview of open items, faster settlement of invoices, processing of invoices including release without media disruption.

BwFuhrparkService GmbH 18 process steps less for each invoice



"With the FIS/edc® Workflow, it feels exactly like working in SAP. However, FIS/edc® is characterized by its special features of invoice verification. To me, the posting history is very important as I am always the last one in the approval chain."

*Dr. Jürgen Kieschoweit,
Managing Director*

Since May 2008, a complete reengineering of internal processes has been taking place at BwFuhrparkService GmbH. Existing isolated IT solutions are replaced by a central standard SAP infrastructure. In this connection, the mobility service provider also introduced intelligent scanning and automated processing of incoming invoices with Release Workflow FIS/edc® in 2010. As a specialist for SAP full service and software, FIS GmbH offers BwFuhrparkService GmbH a highly scalable solution connected with the required process competence in all SAP areas. The result after the implementation of the FIS/edc® Workflow: a considerably increased internal efficiency and complete status transparency of all invoices in the enterprise.

Mobility is the business of BwFuhrparkService GmbH. For the "Bundeswehr" (German Federal Armed Forces) and other public ordering parties, the company located in Troisdorf realizes economical and customer-oriented

mobility concepts according to its motto:

"The right vehicle, at the right time, at the right place!"

And what applies for vehicles can basically be applied to internal documents as well – to incoming invoices for instance. BwFuhrparkService GmbH receives approximately 200,000 invoices with 250,000 pages per year – with an upward tendency.

The company has 7,000 vendors including lessors, mobility service providers such as DKV Euro Service, insurances, shops and many more. Their number constantly rises, because BwFuhrparkService GmbH relies more and more on the outsourcing of services.

Furthermore, the service provider will increasingly operate in foreign markets. Consequently, the number of incoming invoices will rise and is to be processed by a consistent team in the accounting department as fast as possible.

Jens Koehler, Head of Accounting Department:
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flow, certain workflow levels can be added or removed in a less complicated way and without much configuration effort," Kiumars Farhur, Project Manager for the new implementation of SAP in the company, points out. What particularly impresses him about FIS is that it is a one-stop supplier of a scalable and future-proof solution "made in Germany" by a profoundly specialized team with high SAP competence. Furthermore, the SAP consultants are always able to flexibly and quickly respond to short-term changes and new requirements within the project. The decision in favor of FIS/edc® Workflow was preceded by a meticulous selection

process steps as possible is to be established to generally minimize the processing time of invoices to be released.

Look&Feel convinced the employees in the accounting department

With their workflow product, FIS GmbH fulfill further requirements of BwFuhrparkService GmbH: First of all, Look&Feel was the product the employees in the accounting department liked best. Employees using a system every day, quickly have to become acquainted with its handling. The traffic light function is an example in this case: Anybody can see when an invoice has reached a specific status and which process step has to be taken next. The fact that they FCI postprocessing can be displayed via Citrix is another feature that distinguishes this solution from those of some other competitors. Christian Fink: "In the end, it was the overall concept that convinced us. FIS simply meet our requirements – in terms of the product itself as well as consulting." Based on SAP standard solutions, the FIS consultants have specifically structured and implemented the workflow according to the individual processes of BwFuhrparkService GmbH.

The invoice processing solution went live in January 2010 and has been functionally extended since then. Instead of 24 process steps in the past, invoice processing only consists of a handful of process steps today: scanning, check and assignment to an account, approval in two levels and posting. There are no manual intermediate steps and no print-outs in between any longer. The electronic workflow by FIS makes it possible to release invoices within a very short time. This results in an enormous increase in efficiency and, consequently, in a time saving for the employees in the accounting department which can better

be used now for value-adding activities. This is confirmed by Dr. Patrick Neuhaus, Area Manager Finance/Accounting/Controlling/Calculation at BwFuhrparkService

quickly, even independently of the processor.

explains. Result: Even users like Dr. Juergen Kieschoweit, Managing Director and not exactly a "power user with approximately 15 invoices per month, do not notice what exter-



"With the FIS/edc® Workflow, certain release levels can easily be added or removed without much configuration effort and in a less complicated way than in native SAP applications. This is a large benefit of this solution. Moreover, support and consulting by competent FIS employees have simply been excellent in this project."

*Christian Fink,
SAP Subproject Manager Document
Management Systems (DMS))*

*Kiumars Farhur,
Temporary IT Area Manager and
SAP Project Manager HELIOS*



Karola Schenkel, Sachbearbeiterin Rechnungswesen und Jens Köhler, Abteilungsleiter Rechnungswesen

FIS/edc® Workflow can be configured more easily than SAP Business Workflow

Today, the paperless processing of vendor invoices and their release is assumed by FIS/edc® in Troisdorf – using the SAP Business Workflow in this area was considered too complex by the SAP team.

"With a product like FIS/edc® Work-

process. "In this connection, we realized that the FIS product exactly meets our requirements concerning automated invoice receipt processing", Christian Fink, SAP Subproject Manager DMS, recalls. In the future, invoices are to be processed and released in paperless form. Completely embedded in the SAP-based intranet portal of BwFuhrparkService GmbH, an automated workflow with as few

GmbH: "From the point of view of our accounting department, the new system involves clear efficiency benefits. In addition to the scan and archive function, we use the invoice monitor to process vendor invoices in automated form. Today, eight weeks after going live, the automatic recognition rate already amounts to more than 70 percent."

The scan operation itself is fast and largely smooth; consequently, an employee who makes a posting only checks whether the data recognized correspond to the document and manually postprocesses them if required. After the invoices have been transferred to the SAP system, they are assigned to an account in two further process steps and the workflow sending is triggered. The documents are automatically stored in the archive connected, which involves an additional workload reduction. Furthermore, archived processes can be retrieved

Complete portal integration of release processes via the SAP NetWeaver component WebDynpro

In addition to the employees who postprocess invoices, their colleagues releasing invoices are impressed with the new solution as they can view the entire invoice process on the screen. Via e-mail, they receive information on an invoice that has newly been received for release along with a link to the intranet portal where the workflow overview for the respective invoice can be found. The entire tracking and the subsequent release due to factual correctness take place fully electronically and without media disruption. This saves nonconformity costs and working time. "FIS have provided us with a complete portal integration of the release process via WebDynpro. We wanted to have a portal for all kinds of processes, also for the ones handled by external products." Christian Fink

nal component they use as working with FIS/edc® feels exactly like working in SAP.

However, Dr. Kieschoweit appreciates the features of the FIS/edc® Workflow: "I am always the last approver; therefore, the posting history is very important to me. Here, I can see what employee has processed a specific invoice so far, at what time and in which way."

Today, the proportion between purchase-orderrelated MM invoices and non-purchase-orderrelated invoices for SAP FI is still approximately 20:80, but the proportion of MM invoices will quite soon be considerably increased due to the work processes specified by the FIS/edc® Workflow. The receivables based on an SAP purchase order will be released by the respective orderer if a difference occurs in the invoice in comparison to the purchase order. As soon as the new processes have worked out, such invoices are to

BwFuhrparkService GmbH

BwFuhrparkService GmbH was founded in 2002 as a mobility service provider for the "Bundeswehr" (German Federal Armed Forces) in order to realize an economical and customer-oriented mobility concept. The company has a very complex vehicle fleet – from small cars up to special vehicles. The increase of vehicle utilization, reduction and simultaneous modernization of the vehicle fleet, lowering of costs and the provision of safe and environment-friendly vehicles are core objectives of the enterprise. Due to this concept, the utilization rate of the "Bundeswehr" could be considerably increased and, at the same time, the costs per kilometer decreased by 20%. Federal authorities, friendly armed forces and other public institutions can also benefit from this competence as a fleet manager.

FIS GmbH

FIS Informationssysteme und Consulting GmbH is an independent company with approximately 500 employees focusing on SAP projects. FIS, an SAP fullservice provider, works on all hardware platforms released by SAP and, as an internationally operating SAP VAR partner with "Gold" status, concentrates on the "industry" and "technical wholesale" sectors. FIS develops separate solutions that can be used independently or complement and enhance the SAP standard software products. All software systems and tools offered by SAP are consulted, supported and licensed by FIS GmbH.

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*Dr. Patrick Neuhaus,
Area Manager Finance/Accounting/
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pass through smoothly and, ideally, are to be posted in the background.

The FIS support assists the SAP department of BwFuhrparkService GmbH during the starting time; together, improvement opportunities are analyzed and realized such as adjustments of the FIS/edc® Workflow mask to indicate

on the initial screen whether an invoice is in the first or already in the second verification stage. "Thanks to the excellent operability of the system, we will increasingly make use of this support and carry out more and more adjustments ourselves in the future," Kiumars Farhur explains confidently.



FIS Informationssysteme und Consulting GmbH

Röthleiner Weg 1
D-97506 Grafenrheinfeld
www.fis-gmbh.de

Tel.: +49 97 23 / 91 88-0
Fax: +49 97 23 / 91 88-100
info@fis-gmbh.de

