#542

The Belgian ILB Group was able to quickly transform itself from a pure transportation broker into a trans-national logistics specialist. A digital DMS has become an important part of their success, enabling quick processing times for incoming invoices.

Sebastian Erren, Managing Director, ILB Group, Kapellen, brought control back to accounting with DocuWare:

"DocuWare brought calm and structure to our internal workflows.

Our processes in accounting are now perfectly coordinated. Discussions with suppliers about late payments are a thing of the past."

Location:	Belgium
Industry:	Transportation and Logistics
Deployment:	Cloud
Department:	Accounting
Integration:	Navision, ERP Exact, TMS Transfusion (Inforit), Kofax

"With the help of digital invoice processing, we have regained control over previously out-of-control paper-based processes."

Founded and based in Belgium, ILB Group manages transportation via land and water, as well as containers. Through various partnerships, it draws on an impressive network of more than 100,000 vehicles. Major names from the chemical, pharmaceutical and plastics industries are among the customers of this logistics specialist, which employs a total of 30 staff and 40 drivers in Belgium, Holland, Germany and Spain. A document management system (DMS) handles the filing and processing of all incoming invoices.

The company receives over 1,000 supplier invoices every month. Before introducing their DMS, the company received documents in different formats: In paper form, as PDF downloads via supplier portals, and by email. Anything that was not physically available was printed out, checked against the internal order data and finally approved. Time and again, there were overlaps in the printing process, which meant it was unclear which invoices already existed on paper – for plenty of duplicates and double processing. Some invoices were simply overlooked or lost along the way. Unpleasant inquiries from suppliers or reminders for payment were the order of the day. The company's

managing director decided it was time to start looking for a digital document processing solution. An ERP-independent solution was crucial, since their individual national companies use different IT systems. DocuWare Cloud scored highly in the selection process due to its high level of openness and flexible application options. At the same time, the DocuWare Partner impressed them with their extensive experience in system integration. As a result, the Belgian logistics company received their analysis, concept creation, configuration and rollout from a single source.

Post and pay invoices with a mouse click

Today, receipts, which are now mainly received electronically, are first collected in a central mailbox. A Kofax-based algorithm classifies the documents and captures key index information - for invoices, this is all the way down to individual line items. At the same time, the system adds other data, such as cost allocation to internal budgets or posting accounts. The documents are then transferred to DocuWare, where they are stored fully indexed in the digital archive. Invoice approval takes place automatically if a purchase order reference exists. DocuWare

"We are very pleased with the system's integration capabilities and the expertise of our DocuWare Partner, who is always there to help us with a solution."

compares the invoice with open purchase order items and budget data from Navision. If there is a match, the invoice is released. At the same time, the DMS transfers all posting information to the ERP system, so that employees in accounting can display, post and pay the documents with just one mouse click. Invoices without a purchase order reference appear in a separate list and are checked by employees via two screens: On the left, the ERP system with the invoice data transferred from DocuWare; on the right, the digital document from the document pool.

Cost savings with the core team

Since the introduction of the DMS, invoices are no longer lost. Once documents are in the system, they can be found again at any time and in the simplest way. Either via the DocuWare search function or via a digital button directly from Navision, Exact or Transfusion. The simple and complete integration into existing IT systems also simplifies user training. Even employees who only occasionally need access to invoices can see them at the click of a

mouse without having to call on their colleagues in the accounting department. The same applies to external auditors during the year-end closing process. Equipped with a targeted and secure read access, they can perform their work without having to be present on site. Since DocuWare also controls internal processes, payment deadlines are easily met: Reminders are now a rare occurrence. And the logistics company is saving money in other areas as well: since posting only takes a few seconds thanks to fully automated document reading, the accounting department has been able to keep its original staff without hiring new employees, even while the company has witnessed growth and an increase in the number of documents. Their DocuWare-based process automation definitely contributes to a low cost structure.

"Surprisingly, despite the COVID crisis, 2020 was a very good year for us. The improvements we made to our basic IT structure have helped us gain incredible competitive advantages."

Discover more: docuware.com