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Trius Lifts Back-Office Efficiency and Accuracy by Automating Invoice Processing.

Long-winded manual processes made Trius' accounts payable (AP) processes slow and error-prone and threatened to curb growth. To address this, the IT service provider deployed Kofax ReadSoft Online™ to automate 95% of invoice processing—achieving a time saving of 80% and empowering employees to spend more time on value-added activities.

80%
LESS TIME TAKEN TO PROCESS A SINGLE SUPPLIER INVOICE

95%
OF INVOICES PROCESSED IN KOFAX READSOFT ONLINE

Empowers
EMPLOYEES TO SPEND MORE TIME DEVELOPING CUSTOMER RELATIONSHIPS

Work Like Tomorrow.™

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ABOUT TRIUS
WWW.TRIUS.BE

Founded in 2001, Trius provides IT infrastructure and hosting services for self-employed individuals, SMEs, large companies, public authorities and schools.

PRODUCTS IN USE
Kofax ReadSoft Online™

FOCUS
Accounts Payable Automation, Invoice Processing

Scapta

ABOUT SCAPTA
WWW.SCAPTA.COM

Scapta is a leading ICT company that offers solutions based on Microsoft technology. The Scapta team combines years of experience in ERP, CRM and BI with enthusiasm and passion, building successful partnerships with customers to enable them to adapt to the digital era.

CHALLENGE

For companies achieving significant growth, completing administrative tasks quickly and efficiently is vital to maintain positive supplier relationships. Belgian IT service provider Trius realized its accounts payable (AP) department was spending increasing amounts of time handling invoices manually.

Frank Verjans, Managing Director of Trius, explained, "Each morning, employees would print a mailbox full of invoices, get them signed off by a senior member of the team, then pass them to a member of the AP department to enter the details into our Enterprise Resource Planning (ERP) solution. The entire process took approximately ten minutes per invoice.

"What's more, these manual processes opened up the potential for human error. If we did make a mistake, it would take additional time to locate and fix issues and remove the error. With so many invoices changing hands in our organization, this increased the risk of delays to supplier payments."

"Thanks to ReadSoft Online, an invoice now only takes two minutes to process on average—that's 80% faster."

Frank Verjans, Managing Director, Trius

Office space was also an issue for Trius. Belgian law requires companies to archive invoices for seven years, and with the company receiving around 200 supplier invoices each month, storing the paper documents was quickly eating away shelf-space. Whenever employees needed to refer back to a historical invoice, members of the AP team would have to search through extensive records.

"To pave the way for future growth, we wanted to streamline and modernize many of our back-office processes," added Frank Verjans. "We began to look at possible solutions, and realized automation could be the way forward."

SOLUTION

To ensure more efficient invoice processing, Trius implemented Kofax ReadSoft Online™, a Software-as-a-Service solution that integrates with the company's Microsoft Dynamics NAV ERP environment. The automation is hosted in the cloud by Trius' business partner Scapta.

Frank Verjans said, "We knew that ReadSoft Online was certified to work with our Microsoft ERP environment, so when we saw that Kofax was running a free trial for ReadSoft Online to process 100 invoices over the course of a month, we decided to try it out. After just 30 days, we had absolute confidence in the Kofax solution and implemented the full version. With the help of Scapta, we installed the solution in half an hour."

Trius has created a rule in Microsoft Outlook to direct emails from the email addresses of suppliers to ReadSoft Online. When the Kofax solution receives an invoice, it uses Optical Character Recognition (OCR) technology to transfer the relevant data from each document to the ERP environment in a fast and seamless manner.

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Tight integration between ReadSoft Online and Trius' Scapta365 Premium ERP environment powered by Microsoft Dynamics NAV also ensures the company no longer has to search through paper archives to locate historical invoice data. Now, invoices from each supplier are linked to historical documents, which are all stored in ReadSoft Online—further increasing efficiency and ease of use.

"We're delighted with the ongoing support that Kofax provides," Frank Verjans continued. "We implemented ReadSoft Online around 18 months ago and we have experienced very few issues with the solution. Whenever we have encountered minor challenges, Kofax helped us resolve them quickly and shared useful information on how we can optimize the solution."

RESULTS

With ReadSoft Online, Trius has transformed its AP processes by cutting invoice processing time and eliminating manual errors, thereby giving employees more time to spend with customers.

Frank Verjans commented, "Today, we use ReadSoft Online to process 95% of supplier invoices, and the time savings that we have achieved are remarkable. Thanks to ReadSoft Online, an invoice now only takes two minutes to process on average—that's 80% faster. Because we receive around 200 invoices per month, this adds up to a monthly time saving of over 25 hours.

"By reducing the time that our teams take to manually transfer invoice data to our ERP environment, we have enabled them to engage more with both our suppliers and customers, helping us to nurture strong relationships and deliver excellent customer service."

Working with ReadSoft Online also helps Trius ensure that suppliers are paid correctly and on time, as automated invoice processing has cut the risk of human error. If an invoice does get lost in the system, ReadSoft Online sends the AP team a notification to remind them that it has not yet been paid.

ReadSoft Online has also enabled Trius to simplify its archiving processes. Frank Verjans explained, "Now that everything is digitally stored in our ERP environment, we no longer need so much physical space to hold historic invoices. Previously, we were using 15m^2 of shelf space per year of records—now we only require 30cm^2 for the same number or records—a great result and a saving of 98%."

He concluded, "Kofax ReadSoft Online helps us complete AP processes much faster and more efficiently, equipping us with the tools to continue expanding our business at pace."

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