# Deloitte in Belgium Balances the Books with OpenText

OpenText Vendor Invoice Management *for SAP® Solutions* helps streamline accounts payable processes

With member companies in more than 150 countries and 200,000 professionals, Deloitte has first-class resources and local know-how to be able to help customers succeed. Their services range from strategy and business case to design and the implementation of innovative solutions in the various sectors. As an OpenText Global Platinum Partner, Deloitte is ideally positioned to support customers in a targeted and competent manner.

Deloitte is the leading audit and consulting network in Belgium, employing more than 2,800 staff in 11 offices across the country. Deloitte delivers services to public and private enterprises based on their financial, legal, tax, management, and information technology expertise. Over the last 10 years, Deloitte has grown in Belgium from a modest "Big Four" player to become the market leader in all segments—enterprise, mid-market, and small and medium enterprises—as well as a key employer in the country.

With growth often comes challenges. Processes that would have seemed fit for purpose and efficient for a smaller business quickly become outdated and ineffective for larger enterprises. For Deloitte, this had become true for their accounts payable activities. With a growing number of member firms, offices and practices, invoices were being received at multiple locations; copies were often made and electronic scans

taken and forwarded by email or physical mail. Keeping track of the mounting volume of paperwork and managing approvals was proving challenging.

Ensuring that each and every expenditure was approved by the correct budget holder, for example, was creating an extra workload. With documents, emails, and varying processes, obtaining an accurate, overall picture of Deloitte's current liabilities was no simple task. The time had come to seek a better, more efficient and consistent solution.

## Seeking a solution

Deloitte looked to the market for a solution that would improve efficiency, reduce lead time, provide better reporting, and could ideally integrate with their existing systems, primarily SAP®. They evaluated a number of solutions available at the time, looking at how the solution would fit with their administrative

## INDUSTRY

Professional Services

## CUSTOMER

Deloitte Services & Investment

## CHALLENGES

- Tracking mounting volume of paperwork
- Efficiently managing approvals
- Reducing run through time

## SOLUTION

- OpenText Vendor Invoice Management *for SAP Solutions*

## BENEFITS

- Single, consistent process for handling all supplier invoices
- Easy–to-use, auditable approval processes
- Reduction in accounts payable overheads, saving time and money
- Improved accuracy and visibility of liabilities

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SVEN WYLOCK,
DIRECTOR | TECHNOLOGY/
INFORMATION MANAGEMENT/
ENTERPRISE CONTENT MANAGEMENT,
DELOITTE CONSULTING

processes. Due to its functionality, fit, and seamless integration into SAP, they selected OpenText Vendor Invoice Management *for SAP® Solutions*.

OpenText has a long-standing relationship with SAP. Deloitte looked at a number of implementations of the OpenText solution, all of which gave them a high level of confidence.

Sven Wylock, Director | Technology/Information Management/Enterprise Content Management at Deloitte Consulting, comments, "We were looking for a solution that would provide a uniform mechanism for handling all incoming invoices and all expenditure. Vendor Invoice Management for SAP Solutions isn't just a solution for Finance, but for the whole business."

Deloitte also sought to reduce paper from their business. But in order to do this, they had to have a reliable electronic means to store digitised images. Prior to implementing the OpenText solution, accounts payable experienced time-consuming jobs; invoices were often received with insufficient details to match them correctly in the SAP system. This meant users had to scan the invoice, attach it to an email, and send it to the appropriate person to request the missing details. Tracking and chasing such requests caused delays and was also a financial burden.

## Efficiency, accuracy, simplicity

One of the factors that influenced the decision to select OpenText was ease of use. Deloitte personnel are able to access, review, and approve expenditure through an online portal, effectively meaning that they have access wherever they have internet access, even on the move.

Deloitte also had an advantage when it came to implementing the solution. Deloitte Consulting had done several implementations for a number of their customers, and, therefore, had internal knowledge and skills, reducing their dependence on the use of external professional services.

Invoices are received centrally, scanned, and matched to purchase order requisitions where possible, and budget holders

and approvers are notified the same morning. This has significantly improved the accuracy of data in the SAP system, as well as providing a far more complete view of Deloitte's overall liabilities. Notifications to approvers are sent automatically by the system and approving is "a piece of cake," says Sven Wylock. The system keeps track of all open approvals and reminders are sent automatically.

## Benefits above and beyond

User adoption is key to the success of any solution, and for Deloitte, user adoption came quickly.

"There was an almost instant acceptance from users. They recognised our processes within the system; one of the key selection criteria—we didn't want to reengineer our business to suit the solution," Sven Wylock explains.

For a services-oriented business such as Deloitte, who provide compliance advice to their clients, meeting their own internal compliance drivers is seen as a critical requirement. The OpenText solution has enabled them to improve efficiency in this area, with full transparency on who approves what and where approvals are pending, providing a more up-to-date and accurate view of their liabilities.

## Options for the future

With the solution implemented and functioning well, living up to or even exceeding expectations, thoughts are now turning to the future.

The solution today is based around paper invoices and Deloitte is working with some of their bigger suppliers to consider the use of e-invoicing in the near future. Also under consideration is the use of Deloitte's extension related to Automatic Tax Code Determination to further improve efficiency gains brought about by the use of OpenText.

"Our experience to date with OpenText has been a resounding success. We've improved efficiency, made reporting easier and aided compliance." concludes Sven Wylock. ∎