Case Study

Bilderberg

Achieving efficiency gains and cost savings through automation

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BILDERBERG

The ease of the Basware solution was one of the deciding factors. When you enter into a major change, you don't want to deal with cumbersome, overly technical systems. All invoices need to enter the same workflow as soon as possible.

Bing Váhl, Purchase Manager, Bilderberg

Read the full story

Industry: Hotel & Hospitality

Regions: Netherlands

Solutions: Basware P2P
Basware Network

Impressed by its ease of use and functionality, Bilderberg decided to move away from manual processing and automate its invoice handling process. Read on to find out how it achieved significant cost reductions and efficiency gains across its business.

> **To achieve greater efficiency, we decided to automate the invoicing process as part of our corporate reorganization."**
>
> Bing Váhl,
> Purchase Manager, Bilderberg

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Introduction

Bilderberg's 18 hotels are situated across the Netherlands, often in beautiful, wooded locations. They aim to ensure that every stay – whether for business or pleasure – is a remarkable experience.

Bilderberg can offer a very personalized experience compared to their larger competitors in the Netherlands. As a boutique hotel chain it has a long-tail of suppliers helping cultivate its unique experience. Bilderberg's suppliers submit around 40,000 invoices each year.

Challenge

Until Basware, the company's 18 hotels independently ordered their products from regular or local suppliers. The invoice was sent to the hotel that placed the order and was manually entered into SAP.

While the administration was decentralized, payments were centralized at the head office in Renkum. However, to achieve greater efficiency, Bilderberg needed to embrace automation.

Spend visibility was challenging. It was easy for an employee to assign an invoice to a different spend category than their colleague at another hotel, making it nearly impossible for Bilderberg's purchasing department to have a true overview of hotel purchases.

Bilderberg had approximately 40 financial staff working across the hotel locations, which were responsible for invoice processing. Centralizing this workforce would help drive efficiencies and productivity gains.

> **Its user-friendliness, in particular, was phenomenal. Installation went well and was successful. A dedicated project manager, assisted by a technical consultant, helped us get used to the new program."**
>
> Stéphanie van der Stelt, Manager Finance Accounting & Control, Bilderberg

Solution

Bilderberg spoke with four companies, including Basware and Basware's implementation partner, iCreative. Bilderberg selected Basware primarily for its ease of use and because it's scalable, maintenance-friendly, and has a strong track record integrating with SAP systems.

Once that decision was made, a Basware expert from iCreative worked with Bilderberg on developing the blueprint for their solution and the implementation rollout.

After a successful installation, Bilderberg trained all hotel employees in electronic invoice receiving and invoice validation. Also, a supplier enablement program was set up to assist suppliers in sending their invoices electronically.

Invoices arrive via the supplier support portal or a centrally managed inbox where they enter the Basware system. The invoices are received and coded by line item automatically and routed to the correct workflow.

Impressive results

80%	37X	100%
e-Invoice rate	FTE productivity gain	spend visibility

Then, the hotels are notified that an invoice is ready for approval. Everything is centrally received and processed.

Results

The total number of full-time employees (FTEs) has been significantly reduced from 40 down to 3, and Bilderberg now has 100% spend visibility into payments. Invoices are easier to track, as the team can locate the exact whereabouts of an invoice and has complete visibility into what each location is purchasing and processing.

In the past, all Bilderberg hotels received 90% of their invoices via regular mail. Today, they receive at least 80% of invoices electronically, with plans to push for 100% electronic.

The first part of the transition at Bilderberg – moving to a digital invoice handling process – has been completed. Purchasing will be the business's next focus, as increased efficiency in this part of the organization is a priority.

Bilderberg is also looking to implement Basware Analytics to identify even more efficiency gains in their AP and procurement processes.

In short, costs have been reduced, and efficiency has gone through the roof!"

Stéphanie van der Stelt, Manager Finance Accounting & Control, Bilderberg

Take-outs

- Significant reduction in invoice processing workload
- Ease of use for suppliers and employees
- Full visibility across the invoice processing pipeline
- Effective and scalable solution

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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 2023

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