



Bolletje on the right path with Medius Accounts Payable Automation



Case study



Bakery company Bolletje further automated processing of supplier invoices with **Medius Accounts Payable Automation** connected to Microsoft Dynamics AX.

The touchless processing rate improves rapidly, with fewer and fewer manual tasks. In this way, Bolletje laid a foundation for the optimization of their entire purchase to pay process.

Background

Bolletje is located in the Dutch province of Twente, which is reflected in the company's approach. No-nonsense, with an eye for practicalities. "Normal is crazy enough" as they say here.

Bolletje focuses on what it excels at: making and marketing high-quality bakery products. That's why when it comes to support services such as Finance and IT, the company looks for ways to standardize and consolidate.

"Ultimately, this should also allow us to optimize our processes" says Harry Lentferink, IT Manager. "For more than 30 years we worked with an ERP system we originally developed ourselves. However, we were running up against our limits regarding maintenance and continuity. We therefore migrated to a standard solution, Microsoft Dynamics AX, in 2017!"

 **Microsoft**
Dynamics AX



Replacing **the existing invoice processing solution**

IT Manager Lentferink then shifted his attention to the processing of supplier invoices. "Our accounts payable (AP) team had been using an outdated system for quite a while as well. It was clear to us that our matching process had problems. It was difficult to link invoices to the correct purchase orders in Microsoft Dynamics AX. In addition, the automatic invoice data capture was not good enough. And that's something you need to be able to lay a foundation for efficient, highly automated invoice processing," says Lentferink.

His colleague Danique Mensink, Operations Controller, agrees that the existing accounts payable solution urgently needed to be replaced. "We found it difficult working together on order-based invoices efficiently. Finance, Purchasing, and our colleagues at the warehouse all require fast, full insight into the status of an invoice. What's on the purchase order, what has been delivered, and what's stated on the invoice. You don't want any confusion there. The system also limited the ways in which we could process order

and invoice lines. We needed more flexibility in our Accounts Payable process to allow us to move forward in optimizing that process." Bolletje therefore decided to launch a search for a new accounts payable platform.

Solution:

Medius Accounts Payable Automation

Bolletje processes around 12,000 indirect invoices and 8,000 purchase order (PO) invoices per year. In order to process these with a lean Finance department, an innovative, flexible AP solution is essential.

Ultimately, Bolletje opted for Medius Accounts Payable (AP) Automation, as this met all their requirements. "Our needs and wishes were clear," says Danique Mensink. "First and foremost, we were looking for a solution with seamless, tried and tested connection to Microsoft Dynamics AX. That was very important for a proper matching procedure. Secondly, we looked at the extent to which invoices were captured immediately. After all, you want to reduce manual processing as much as possible. That's also why we looked for a self-learning system, one that gets smarter with every additional supplier."

Harry Lentferink adds that the new AP solution had to be cloud-based, too. "Although we started with Microsoft Dynamics AX on-premises, we plan to migrate to the cloud in the near future. That makes it sensible to use an AP solution that is ready for the cloud. This was an important reason to chose Medius Accounts Payable Automation." The cloud solution enables secure access to the system anywhere and any time, even from mobile devices. What's more, Bolletje is assured of the latest version and features thanks to regular and automatic system upgrades.



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Harry Lentferink, IT Manager

Result: 86% touchless and rapid ROI

At Bolletje, they look back on the implementation with complete satisfaction. It took approximately 3 months to get up and running. The users, currently thirty or so in all, got off to a quick start with Medius AP Automation. Mensink: "The system and all the interfaces are organized logically and very user-friendly."

A brief instruction training session was enough to get familiar with the new way of working." She goes on to describe the process: "All invoices arrive in a mailbox in PDF format. Then data such as the supplier, amount and order number are captured and matched to data in Microsoft Dynamics AX. A workflow initiates, based on an authorization model that enables us to gain the necessary approval. As we couldn't do that in the old situation, this eliminates quite a few manual steps. Medius really helps us achieve short turnaround times."



The system and all interfaces are **organized logically and very user-friendly.**

Danique Mensink, Operations Controller

Focus on KPI's

Lentferink adds that the quality of the process has increased, partly due to the extensive monitoring and reporting capabilities in Medius AP Automation. "We can focus on various KPIs better than ever. With PO-based invoices we can spot deviations immediately and determine whether a supplier has invoiced the wrong prices or if our master data is incorrect. In the old situation, investigating such issues cost us a lot of time. This is much smarter. For PO invoices we are now at 86% touchless rate, and that is still increasing."

When we look at Bolletje's indirect invoices, we see it has become possible to instruct suppliers very specifically on the right templates to use for their invoices, enabling progress in this area as well. "As we can now save time in our Finance and Purchasing departments and at the warehouse, we expect to get a return on this investment within two years. However, the most important thing is that Bolletje is making major progress in innovation. Not only do we express that as a brand, we are also putting it into practice in our internal processes."



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Harry Lentferink, IT Manager

After 150 years, Bolletje is a familiar presence on Dutch supermarket shelves. Everyone knows Bolletje for their crackers, crispbread, gingerbread, breakfast cereal, breadsticks, cookie bits on your sandwich, rye bread, cookies and gingernuts. The company, founded in 1867, has two production sites and has never left its original location. The head office and the largest production site are located in Almelo. Another, somewhat smaller site in Heerde, produces cookies and crispbread. Bolletje employs around 500 people. Many of them are responsible for ensuring the quality of the production process. There are different lines for the different products. Continuity is therefore essential, as is Bolletje's innovative mindset. The bakery company pays close attention to consumers and translates their wishes into new products after extensive development and testing.

About Medius

Managing AP and finance should be about strategy, not stress. You shouldn't have to sift through endless emails, PDFs or paper to get invoices confirmed, coded and paid, so you can (heaven forbid) go home. You shouldn't have to scramble to pay suppliers and keep them happy or cross your fingers no surprises land in your inbox that jeopardize the numbers you've presented to the boss and the board. You shouldn't have to worry about a fake invoice subjecting you to fraud. And you certainly shouldn't have to fret about finding a solution that is actually a solution - one that doesn't add expensive consultants and costs instead of speed and simplicity.

Let's replace all that worry and wondering with calm and confidence. Medius links all of AP together - from invoice capture and processing all the way through payment. With one look at a demo, you'll see how Medius takes you beyond basic automation and minor improvements to let Artificial Intelligence (AI) do most of the work for you, so you can get done, go home and rest easy. You'll know exactly what's paid, what's pending, and that your forecasts are spot on. And you won't have to worry about implementation and ongoing administration costs, because you'll start seeing the value immediately and the innovation won't stop. To learn more, visit medius.com.



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