



LYKO

Medius AP Automation gives
Lyko **a smoother path to
continued growth.**



Case study

The company

Lyko has grown from a small family business into the leading beauty destination in the Nordics. Today, the company operates in eight European markets with ecommerce, stores, and salons. With an annual revenue of roughly SEK 4 billion (USD 430M), more than 7 million yearly purchases, and double-digit growth, they need processes that can keep up with the pace.

The organization, with more than 1,000 employees, moves fast and is shaped by constant change. That's why Lyko needs systems that are flexible, scalable, and easy to work with - so teams can stay focused on what matters most: putting the customer at the center, every day.

Challenge: **The ERP couldn't keep up**

When Lyko replaced its ERP system in 2019, they took the opportunity to remove manual and paper-based handling of supplier invoices. They implemented the ERP's invoice module along with an external scanning service to digitize the process.

After a while, it became clear that the ERP couldn't support Lyko's need for a scalable process that matched their rapid growth. With 32,000 supplier invoices per year (80% PO-based), more than 600 vendors, and annual purchases worth SEK 2.5 billion (USD 270M), the complexity was simply too high. The ERP's solution felt static and rigid. Too many invoices stopped for manual review, and the expected efficiency gains from digitization never materialized.



Even though we had digitized the invoice process in the ERP, it still required a lot of manual work. As the business and invoice volumes grew, it became clear that we needed a more scalable, user-friendly, and advanced solution to reach our ambitious goals.

Johan Granath, Business Developer at Lyko

Solution: **More flexibility and smarter automation with Medius**

Lyko replaced the ERP's invoice module and the external scanning service with Medius AP Automation, including the invoice capture engine Medius Capture. This gave them a unified, user-friendly solution that could be tailored to their processes.

Smarter invoice capture

Medius Capture extracts data from all invoice formats, including e invoices, and becomes smarter with every invoice thanks to AI and machine learning. Lyko can easily adjust which data to extract and how information should be interpreted for each vendor, ensuring a consistent user experience across a large, diverse vendor base.

Clear and easy approval workflows

Expense invoices are now handled in a standardized workflow with full visibility and control. Medius is intuitive for both administrators and approvers across the organization. Approvals run faster and more smoothly, while reducing pressure on the AP team.

Templates and AI support

Smart templates and AI suggestions help pre code invoices based on historical data in Medius. This saves significant amounts of time and improves accuracy and consistency.

Purchase order matching

Medius AP Automation includes all the tools Lyko needs to automate even the most complex PO invoices. Today, they match at the header and total level, with plans to move to a more detailed process going forward.

“Medius challenges traditional financial boundaries and shows how a more dynamic way of working creates better logic and greater opportunities for automation. For us, the choice was easy – they met all our needs and added value that truly makes a difference in our daily work.”

Johan Granath, Business Developer at Lyko

Results: **Faster process, less risk, higher automation**

Increased automation

60% of PO invoices run through a fully automated, touchless process - without any manual intervention. And the potential is even greater.

Faster invoice processing

Automatic capture, precoding, and other AI driven tools remove manual steps, enabling predictable and controlled invoice workflows while minimizing errors.

Reduced dependency on individuals

Where previously only ten managers handled all approvals, the entire organization can now approve invoices, through a simple and transparent process. More insight, less vulnerability.

Scalable automation

Automated invoice capture, predefined rules, and intelligent learning make daily work easier for AP while increasing their capacity to take on growing invoice volumes.

Future proofed processes

Lyko now has a scalable invoice process that can grow with the business. Medius' built-in flexibility helps them quickly adjust workflows to new requirements and ways of working.



Thanks to Medius, it's easy to do things right. Once we've reviewed an invoice a couple of times, we can enable automatic capture and skip that step entirely. That gives us major efficiency gains.

Johan Granath, Business Developer at Lyko

Next step: **More automation in every step**

When Lyko went live with Medius, they focused on the most resource-intensive areas such as exception handling, coding, and managing approval flows. The benefits are already clear, but the journey continues. The next step is to introduce line-level matching for PO invoices to increase precision, traceability, and automation rates. This requires internal work to ensure the quality of the master data used for matching.

They also want to work more actively while optimizing invoice workflows. Here, Lyko sees great potential in using Medius' reporting capabilities to identify bottlenecks and drive ongoing improvements.

“ We have everything we need to move toward even more automation, especially when it comes to detailed matching of PO invoices. Thanks to Medius, we have both the tools and the support to succeed.

Johan Granath, Business Developer at Lyko

Summary: 5 learnings from Lyko's automation journey

1. Growth companies need a flexible, advanced invoice solution - ERP systems rarely take you all the way.
2. High-quality invoice capture is crucial for major efficiency gains, especially with many vendors and formats.
3. A smooth user experience and AI support make every day work easier for both administrators and approvers.
4. To succeed with automation, you need to understand your own process and clearly map background, current state, and desired outcomes.
5. You don't need to do everything at once. Start small and scale gradually is better than not starting at all.



I absolutely recommend Medius. We can adapt workflows to our ways of working and to changes in the business. This flexibility is essential for a fast moving growth company.

Johan Granath, Business Developer at Lyko



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