

A photograph of a young man and woman sitting on a light-colored sofa, smiling and embracing each other. The woman is wearing a striped shirt and blue jeans, while the man is wearing a dark blue shirt and light-colored pants. The background is a simple, modern interior with a light-colored wall and a small potted plant on a table.

# Møbelringen accelerates touchless invoice processing with optimized AP automation



Case study

# The company

Møbelringen is a Norwegian furniture retail chain selling to consumers through 69 stores across the country as well as an e-commerce site. Established in 1985 the company's success is built on a strong customer service mindset and focus on each customer's personal style.

Each store orders products from centrally contracted suppliers, but all invoices are managed by the shared accounts payable team based in Lierstranda. As such, the AP team acts as a service center with the goal to provide the best possible invoice processing services to the stores.

# The challenges

Before Medius, invoices were received on paper or email, sent across the country for approvals, and stored in numerous binders. The Møbelringen AP team then had to manually match invoices to purchase orders (POs). Given that roughly 80% of Møbelringen's invoices are PO-based, this manual process was extremely time consuming.



# The solution

Implemented in 2012, Medius AP Automation had an immediate impact on Møbelringen's effort to digitize and streamline invoice processing. All invoice types are now centrally captured into one digital system, accessible and available at all times. Thanks to an integration to Møbelringen's Infor M3 ERP, purchase order data is synchronized to enable automatic invoice matching in Medius.

The Medius Analytics tool provides extensive reporting capabilities, helping the team identify bottlenecks and reasons for matching exceptions, and take relevant improvement action.

During the many years of using Medius, Møbelringen has quickly adopted new functionality, such as the intelligent invoice data capture enabling high automation levels in the invoice receipt phase. Since 2021 Møbelringen has also benefitted from the Medius Elevate program by receiving expert advice and support to further increase automation in its AP process.



We chose to join the Medius Elevate program because we wanted to **increase automation and get more value** out of the Medius solution. We understood there was potential to do so much more.

Gisle Weberg, Accounting Manager, Møbelringen

# The product

## AP Automation

With Medius AP Automation, Møbelringen is well equipped to manage both expense and PO-based invoices. All invoices, regardless of format, are digitized and invoice data is extracted automatically using Medius intelligent data capture technology. PO-invoices are automatically connected and matched to the corresponding purchase orders. When exceptions occur in the matching process these are managed effectively within the digital tool.

### Benefits of Medius AP Automation:

- Reduction of manual work in every step of the AP process
- Time and cost savings
- Increased control of invoices and costs
- Faster invoice process when only exceptions need the AP team's attention
- Improved invoice to PO matching quality
- Better visibility of invoices when everything is available in a single, central location
- Higher satisfaction in the organization



Medius has made a huge difference to our everyday work life. It has freed up a lot of time by removing manual tasks. This way the AP team can take on more assignments to support the business without adding additional staff.

Gisle Weberg, Accounting Manager, Møbelringen

# The product

## Medius Elevate

While Møbelringen reached a good 50% automation level with AP Automation, the team recognized that the potential was much higher and decided to leverage the services of Medius Elevate. As part of the program, they work closely with a local Medius advisor to identify process bottlenecks and implement improvement tactics to increase automation of the AP process.

### How Medius Elevate works:

- Møbelringen works with a dedicated advisor from the local Medius team.
- The team agrees on focus areas, success metrics and goals. For Møbelringen the first goal was to reach 80% fully automated processing of PO invoices - a goal reached in less than 12 months.
- During monthly meetings the Medius advisor presents detailed reporting on Møbelringen's process efficiency performance and recommends improvement actions.
- Møbelringen's AP team implements optimizations and improvements, with support from Medius when needed.
- The Medius advisor shares knowledge, best practices and experiences on an ongoing basis.

### The benefits of Medius Elevate:

Møbelringen experienced an impressive uplift in its touchless processing rate since joining the Medius Elevate program - increasing from 52% to 80% - and counting! This achievement is the result of many improvement actions throughout the invoice process, including moving more suppliers to e-invoices, educating suppliers on invoice requirements, and configuring tolerance levels in Medius AP Automation.

"The reporting we get from our advisor is really useful and the recommended actions are always very hands-on," says Gisle Weberg. "They help us understand what to prioritize and how to follow up so that we can measure the effect of our optimization actions."

Knowledge sharing has been an important objective for Møbelringen. The Medius Elevate program is a collaborative initiative with the objective of helping the organization to make continuous improvements part of their day-to-day work life.

"Thanks to Medius Elevate we now have a methodology for continuous improvements in place," Gisle continues. "We know how to monitor process efficiency KPIs, identify process bottlenecks, and take action. Our team has learnt so much during this time."



# The conclusion

Møbelringen's journey demonstrates that implementing an AP solution is only one piece of the automation puzzle. With many moving parts in the purchase-to-pay processes and new suppliers being added, AP teams need to constantly keep an eye on data and workflows to ensure high process efficiency. Thanks to Medius Elevate Møbelringen has successfully increased its automation rate to best-in-class levels. Plus, the team now has the tools and knowledge in place to adopt a continuous improvements approach to AP.

The entire team enjoys workdays with less frustration and fire-fighting, instead bringing more value-adding support to the overall business.



Before Medius Elevate we had reached 52% touchless invoice processing. By working with our dedicated advisor and ongoing process optimizations we now hit **well above 80% touchless!**

Gisle Weberg, Accounting Manager, Møbelringen

# 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](https://medius.com).





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