



Image source: ISS Facility Services A/S

## Hybrid, automated and scalable: ISS simplifies its P2P processes



ISS Facility Services A/S processes a large number of vendors and a huge number of invoices annually. In integrating the new TravelpoolEurope solution with xSuite, ISS Facility Services A/S expects to bring down the number of one-time vendors involved in travel expenses.

With operations in about 70 countries and around 480,000 employees world-wide, ISS is one of the world's largest facility service companies. ISS Facility Services A/S is the Danish subsidiary of the ISS Group, and provider of facility services, catering, support services, security and facility management throughout Denmark.

ISS Facility Services A/S is a company with strong core values. Seeing its employees as the backbone of the company, ISS has always provided high standards of service for customers through innovation and intelligent solutions – consistently delivered by their people who care. This has recently led ISS Facility Services A/S to invest in new digital P2P infrastructure.

### **Bridging technologies and platforms**

Most companies today are concerned with digitalisation. They are constantly making new choices to streamline and modernize their business. With digital buzzwords and solutions abounding, the issue becomes one of how, on the one hand, a business is to be successfully navigated in regard to costly IT investments and technologies, with an aim both to protect interests and simultaneously to bring in innovation. On the other hand, maintaining focus on company goals, employee competencies and business operations is essential for the long-term well-being of a company. ISS Facility Services A/S chose to focus on how new flexible cloud technologies could be connected to their existing digital infrastructure and SAP ECC, streamlining and automating processes for the benefit of employees across the company.

### **Company**

Sector: Facility Services  
Headquarters: Denmark  
Employees: 480,000 worldwide  
Danish subsidiary: ISS Facility Services A/S  
Web: [www.dk.issworld.com](http://www.dk.issworld.com)

### **xSuite® solution**

- SAP-integrated accounts payable solution
- Interface for exchanging documents

### **Systems integration**

- SAP ECC
- SAP Concur
- TravelpoolEurope
- Archive

Connecting these infrastructures has had beneficial effects in regards to company savings and increased cash flow at ISS Facility Services A/S, making the implementation an exciting business case in a highly developed company with a complex set-up.

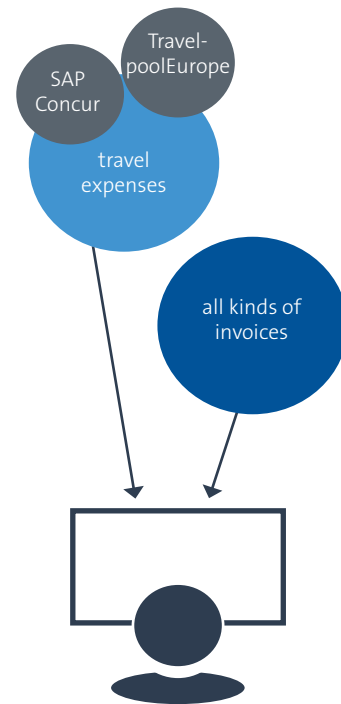
### At the outset

ISS Facility Services A/S used an outdated travel management solution. This involved an excess of administration managing all ISS Facility Services A/S travel expenses, as well as other expenses. The accounts payable department at ISS Facility Services A/S processed a high number of one-time vendors and of invoices, which was reflected in the amount of administration and document handling.

ISS Facility Services A/S decided to rethink the complicated purchase-to-pay and order-to-cash processes, with an aim to bring more flexibility, transparency and cost-effective options into the scenario. They needed a solution to simplify the expense and invoice workflows for employees on both sides of the P2P process. They wanted to free facility employees of the hassle of collecting and handling crumpled receipts, and to reduce the amount of time and "manual" labour spent by the AP personnel keeping track of the high number of vendors and invoices.

### How did ISS achieve their goal?

ISS Facility Services A/S chose to process its expenses with SAP Concur and TravelpoolEurope. With TravelpoolEurope, a daily summary is provided, but an invoice is only sent once a month. ISS Facility Services A/S was already running the SAP-integrated accounts payable solution xSuite Invoice, which they had come to appreciate for its flexibility. They were looking to cover travel and expense management with xSuite as well. The xSuite solution provides an interface that administrates the exchange of all documents. The interface categorizes files received from TravelpoolEurope by travel ID, sending them to the SAP system as FI documents. Subsequently, they are coded and automatically posted into an SAP G/L-account document. Should changes be required prior to posting, xSuite has a user-friendly interface for making corrections. The scanned receipt is stored via SAP ArchiveLink in the connected archive, linked to the SAP G/L-account document.



### Benefits

- Their existing accounts payable solution xSuite Invoice is used to receive and post accounting files from TravelpoolEurope.
- They can store expense receipts via SAP ArchiveLink in the connected archive and link them directly to the posted FI documents in SAP. Controllers can easily view the receipt alongside the posted FI document.
- A single monthly legal invoice is received from TravelpoolEurope and handled in xSuite Invoice. Cashflow has been improved by invoicing expenses to customers on a daily basis.

This set-up has provided ISS Facility Services A/S with a digitized and highly effective P2P solution that offers multiple gains. Travel and expense management has become much simpler, increasing cashflow at ISS Facility Services A/S while reducing the number of vendor invoices. Additionally, only minimal employee training was required after implementation, as the ISS Facility Services A/S accounts payable department utilized the existing P2P platform and know how. Also, employees in operations were able to view travel expenses directly in SAP and archive critical documents in their SAP environment. With the current knowledge and set-up, a possible future scenario for ISS is to make this a scalable solution and also include other vendors along with TravelpoolEurope. This way the whole expense management will be handled in a single P2P process.