Intershop with Best-Practice Solution for Invoice Processing

Intershop®

Intershop Communications AG is the leading independent provider of comprehensive innovative solutions for omni-channel commerce. The company offers high-performance standard software for internet sales. It also provides all related services, including online marketing.

The paper path in invoice processing is basically an anachronism for Petra Stappenbeck, Director of Finance at Intershop. When she was hired by the Jena software company, it was clear from the outset: Manual release requiring long waiting time was no longer an acceptable way of working.

xSuite's solution is the perfect fit

The specialist for online shop development performed a market analysis which resulted in the decision to begin processing its invoices with xSuite's best-practice solution, based on xSuite Invoice. Among all options considered, the package that xSuite had to offer was the most cost effective. Also, the company was able to manage an existing Saperion e-mail archive. Both the IT department and the Accounts Payable department at Intershop were especially convinced by the user-friendly GUI of the SAP-integrated xSuite solution.

Ideal for a mid-sized company

In September, 2013, the contract was signed. In January, 2014, employees at Intershop were already using the xSuite solution in the productive system. Tailored to the needs of mid-sized enterprises, the solution was the ideal answer to Intershop AG's requirements. At the purely functional level, it corresponds to the comprehensive xSuite Invoice solution. With xSuite Capture, xSuite Invoice, and xSuite Interface, it includes all components necessary for the automated capture and processing of invoices within SAP—data scanning and extraction, data transfer, automated workflow and transfer to the archive system.

Company
Web: www.intershop.de
Sector: Omni-Channel Commere
Headquarters: Jena, Germany

xSuite® solution
• Best-practice: Automated invoice processing (xSuite Invoice)

Decisive arguments for xSuite
• Cost effectiveness
• User-friendly GUI of SAP-integrated solution
• Easy extendibility of xSuite solution for potential future installations

Systems integration
• SAP ERP
• Saperion

xSuite
It's simple. It's digital.

The xSuite solution offers best practices with a defined, pre-configured range of features. The actual conditions at Intershop fit the scope offered by the package: The company receives 15,000 invoices annually; it has an SAP system installed with one client; release is performed with a two-level policy; and the project was only implemented in Germany. If, in the future, the catalog of requirements grows, then the company can install standard xSuite solutions—the software installed in the project can be extended any time.

Rapid installation was required
A closed best-practice solution always has the advantage of being virtually "plug-and-play." "This was important to us too," says Petra Stappenbeck, "We didn't want to have a long-drawn-out project—we needed the system to be deployed right away. Other upcoming projects, among them the annual financial statements, were already in the pipeline." Intershop achieved the targets it had set—rapid implementation and trouble-free connection to the existing system landscape, which involved the integration into SAP and the connection to Saperion.

According to Wiebke Pauli, SAP project manager at Intershop, "The project with xSuite was implemented very rapidly as deep knowledge of SAP was available both internally and externally. Collaboration was successful, on the professional as well as the interpersonal level. Much of this can be attributed to the xSuite project management, which we were lucky to have."

Invoices are now scanned in Accounts Payable in Jena and stored in the Saperion archive. xSuite Capture extracts the invoice data. After it has been verified in the xSuite Invoice Monitor, the invoice data is transferred to the workflow in SAP with xSuite Interface. Three employees in Accounts Payable work with the xSuite solution and handle verification and initiation of the workflow. Approximately thirty individuals are involved in release. Because they can see the invoices with xSuite's Web component, they are not bound to their workplaces, but can perform release on their browsers when working from home.

Reduction to half the time
The automated invoice processing now offers Financial Accounting a complete overview of the invoices circulating in the company. Previously, considerable effort was necessary for noting which document was sent when and where. This has been eliminated completely. If there is an issue, Financial Accounting can accelerate the process by sending an inquiry directly to the agent responsible.

"Installing the system has reduced invoice cycle times by about half," says Petra Stappenbeck. Rather than receiving a large number of invoices for small amounts, Intershop tends to receive a small number with high amounts. Therefore, if payment were not made quickly, missing cash discount deadlines would have a significant negative impact.

Around eighty-five percent of all invoices were still received conventionally by post in 2014; Intershop's mid-term goal was to raise the number of PDF invoices. To serve these purposes, xSuite integrated the module xSuite Interface, which is already being used for receiving incoming invoices in PDF format. xSuite Interface was purchased along with the best-practice solution. It transfers emails, invoices, and other attachments automatically from the pre-defined receiver mailbox directly to the workflow process in SAP. The Interface meets the technical challenge of full automation, integration and logging of document transfer to SAP.

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