

# Heineken

## Spotlight on Success

### ▶ Key Facts at a Glance

#### Challenges

- ▶ Improve Accounts Payable processes to deal with 430.000 purchase invoices per year in Heineken Shared Service Center
- ▶ Integrate invoice processing solution with complex IT environment, including five separate ERP instances
- ▶ Automate electronic and paper invoice matching to dramatically reduce time and resource spent on invoice approval workflow

#### Benefits

- ▶ 93% of order-related electronic invoices now matched automatically (3-way matching)
- ▶ 75% of order-related paper invoices, processed by BasWare Order Matching, are matched automatically (3-way matching)
- ▶ Time to approval for order-related electronic invoices reduced by 95%
- ▶ Reduce AP-dedicated headcount by 40 percent in two years
- ▶ Seamless integration with multiple ERP systems

#### Business Facts

- ▶ 25 business units in the Netherlands
- ▶ SSC Accounts Payable handles 430.000 purchase invoices per year
- ▶ Over 14.000 suppliers, for everything from beer and wine to stationary and IT supplies
- ▶ Approximately 60% of the invoices are based on purchase order

#### Systems and Users

- ▶ BasWare Invoice Processing, 30 master users and 1500 thin clients
- ▶ BasWare Order Matching
- ▶ BasWare anyERP for SAP integration
- ▶ BasWare Manual Matching
- ▶ Integration with five separate ERP instances (two SAP 4.5 systems, SAP 4.7 and 5.0 as well as an in-house system, Proost)

“ BasWare Order Matching automatically matches over 90% of incoming electronic order-related invoices at Heineken. ”



**Ed Prins**  
Financial Services Manager,  
Heineken

## Invoice Processing Made Easy with BasWare

In 2004, Heineken Nederland took the decision to consolidate its IT, HR Facilities Management and Finance functions into a single Shared Service Center (SSC) environment which would service the 25 business and sales units across the country.

One of the key aims was to deliver efficiencies in the SSC Accounts Payable department, which handles 430.000 purchases invoices every year, many of which were still paper based. The goal was to reduce the time and resource dedicated to the manual processing of these invoices and to create an end-to-end automated invoice processing solution, from scanning, order matching through to archiving. “Our main challenge was to find an IT solution which could integrate quickly and easily with the existing IT infrastructure, which comprised five different ERP instances, each supporting different business units,” tells Ed Prins, Financial Services Manager at Heineken.

### Seamless Integration with Existing ERP Systems

Having looked at the solutions available, Heineken selected BasWare Invoice Processing and BasWare Order Matching to deliver the control and efficiency the AP department required. The solution was particularly strong in two key areas for Heineken; BasWare anyERP provided easy integration with Heineken’s multiple ERP systems, and BasWare Order Matching delivered the accuracy and speed of invoice processing to streamline the AP department workflow.

Today, the BasWare solution accesses five different ERP systems to find the relevant Purchase Orders. With BasWare Order Matching, incoming purchase invoices are automatically matched with the pre-approved purchase orders. This eliminates the need for further approval workflow and generates both time and cost savings. Once the system has matched the purchase invoice to the PO, coding on the POs is automatically copied to the invoice, which is then automatically forwarded to the ERP system for payment.

**BasWare**

**“ The BasWare solution has helped us achieve significant savings across the Accounts Payable department. ”**  
**Ed Prins, Financial Services Manager, Heineken**

## Heineken

Heineken is one of the world's leading brewers, with a wide international presence through a global network of distributors and breweries. Heineken owns and manages one of the world's leading portfolios of beer brands and is one of the world's leading brewers in terms of sales volume and profitability. Principal international brands are Heineken and Amstel, but the group brews and sells more than 170 international premium, regional, local and specialty beers, including Cruzcampo, Tiger, Zywiec, Birra Moretti, Ochota, Murphy's and Star.

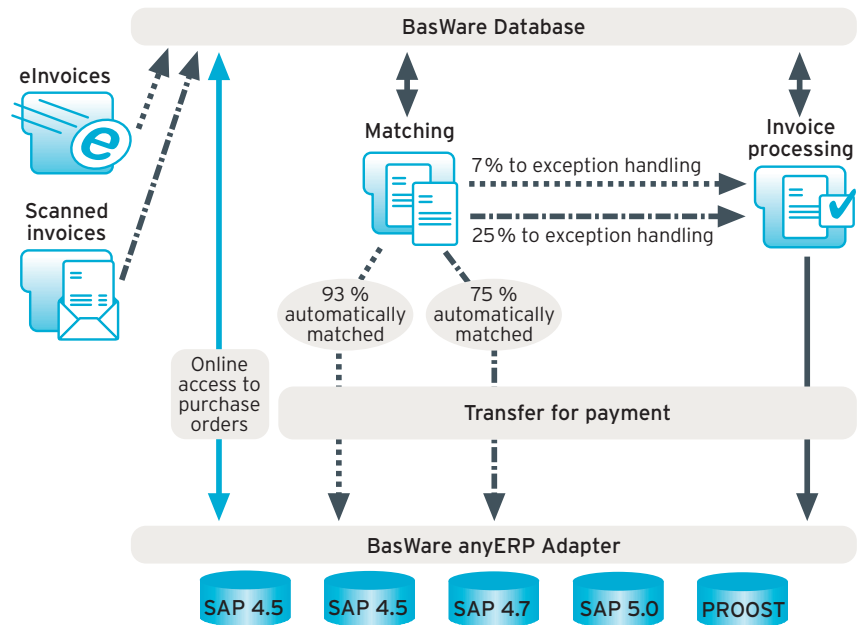
## Nashuatec-Farrington

Nashuatec Farrington is an innovative player in document management, advising organizations on how to control their document flows. Nashuatec Farrington utilizes professional solutions that manage document-intensive processes more intelligently, helping achieve productivity hikes and cost reductions at their customers. Heineken, for instance, achieved a significant time savings by switching to electronic processing of incoming invoices. Nashuatec Farrington has been BasWare's reseller since 2000.

# BasWare

BasWare is the global leader in Enterprise Purchase to Pay and Financial Management solutions. Over 500,000 end-users in over 40 countries use its software to automate back-office financial operations to enhance efficiency, gain process control and transparency, and meet compliance requirements. Founded in 1985, BasWare Corporation is a public company listed on the Helsinki Stock Exchange. Headquartered in Helsinki, Finland, it has eight subsidiaries in the US and Europe. The company has currently over 500 employees. In 2006, net sales reached EUR 60 million.

## BASWARE ORDER MATCHING AT HEINEKEN



## High Matching Rate Delivers Significant Savings

“The key success factor for this project was how easily we could integrate invoice processing with our complex ERP environment. The BasWare solution has proved incredibly flexible, providing a seamless integration with our existing systems,” tells Ed Prins.

The BasWare solution now processes 230.000 electronic and 200.000 paper invoices. Of these 230.000 electronic invoices, 210.000 are completely automated from receipt to payment. Expected time savings on invoice processing include:

- ▶ 60% on all order related paper invoices
- ▶ 40% on all non-order related paper invoices
- ▶ 95% on all electronic invoices

The system was successfully rolled out across the SSC in just nine months, from first proof of concept to going live with the first SAP environment in June 2005.

The first phase of the project has delivered an automated workflow for all invoices which relate to purchase orders, nearly 60% of the total, from data input to payment. Heineken expects this figure to rise significantly as more suppliers move to electronic invoicing, further improving the efficiency of the process. “The time to approve paper and electronic invoice has fallen dramatically, allowing us to devote resource to higher value core tasks,” explains Ed Prins.

The accuracy of automated order matching was a key metric for the success of the project, and the BasWare solution has exceeded expectations. “BasWare Order Matching has greatly improved the accuracy and speed of our AP process. Today, we are achieving automated matching rates of up to 97% on electronic invoices,” concludes Ed Prins. This is also the success of the Heineken-organization, thanks to working supplier relationships and accurate order to receipt process.