



Success story

BSN medical

Industry

- Healthcare

Solutions

- OpenText™ Vendor Invoice Management
- OpenText™ Invoice Capture Center for SAP® Solutions



Invoice processing with OpenText: BSN medical achieves legal certainty, simplifies administration and cuts costs

Replacement of legacy system by OpenText leads to lasting savings

Results



Archiving the invoices straight after scanning ensures legal certainty



Simplified usage and administration leads to more efficient processes



Adjustments to the solution through simple configuration changes without any development costs saves money on a lasting basis

"Our accountants in Germany and England are enthusiastic about the new solution, which is allowing us to achieve our main targets of legal certainty and lasting savings."

Daniela Dworski

Process expert on FI/CO and global IT and specialist for the invoice receipt process
BSN medical



BSN medical concentrates on the marketing of high-quality medical products in the fields of wound care, orthopedic care and phlebology. BSN medical stands for brands known throughout the world such as Leukoplast®, Leukotape®, and Elastomull®. The company maintains service centers in England and Germany for invoice processing for all locations in Europe. Incoming invoices at European branches (approx. 50,000 per year) are scanned, validated and passed on for authorization to the responsible specialist departments or approved for entering immediately.

Previously, electronic processing of incoming invoices was performed using another SAP® add-on, which has now been replaced by OpenText™ Vendor Invoice Management for SAP with copyright Solutions (VIM). With the previous tool, the documents were not archived immediately after scanning, but only after entering. Furthermore, in the old process, the documents were then parked in the SAP system of BSN medical. Thus, discrepancies could arise between the consecutive SAP document numbers and the invoices actually available because invoices had to be corrected, canceled or re-issued. However, this was not permissible under strict Italian financial legislation, making it impossible to introduce automatic invoice checking for some time there.

In order to archive the incoming invoices immediately after scanning has taken place and to achieve legal certainty, BSN medical has implemented Vendor Invoice Management for SAP Solutions. It was therefore finally possible to switch over in countries such as Italy. In the process, the company was supported by the OpenText/SAP partner, bc-competence.


The switch to Vendor Invoice Management cuts costs on a lasting basis

Daniela Dworski, the process expert on FI/CO and global IT and specialist for the invoice receipt process at BSN medical, explained: ***"Every IT project in our company must pass a strict ROI examination. We would have been able to achieve legal certainty with our old system as well, but this would have entailed high development costs. We were also dependent on the expertise of a single developer at the manufacturer. So the switch to a different solution has been worthwhile for us in any case."***

At BSN medical, SAP is the leading system at the European locations, and digital processing of incoming invoices using OpenText is seamlessly integrated into it. By the end of the first quarter in 2014, the OpenText solution will replace the previously used, old-fashioned invoice processing system at all the European locations, including Germany. In Spain, it has also been introduced at the same time as SAP. ***"We can simply undertake the necessary changes and country-specific adjustments ourselves by means of configuration changes in OpenText. Because of the savings thus achievable in administration costs, we anticipate an ROI in two-and-a-half years. That was also why we opted for OpenText,"*** said Daniela Dworski.

BSN medical simplifies usage and administration in processing invoices

Around half of the incoming invoices received by BSN medical relate to an SAP order. If the OpenText solution does not uncover any discrepancy between the invoice and the order, it is entered. If there is no purchase order, the internal recipients of the service must check and approve the invoice. However, if an order exceeds a certain threshold value, a manager must also take part in the approval process. If the approval-authorized persons are sick or on leave, rules on substitution ensure everything runs smoothly.



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However, changes to these regulations could only be undertaken by IT staff under the old system. ***“In the OpenText solution, staff from Accounts can maintain the substitutes themselves and do not have to keep running to their colleagues in IT. We can also define approval limits in OpenText so that when the order limits in invoices are exceeded, a manager does not have to be involved straight away. That saves time and money,”*** Daniela Dworski emphasized.

Simplyfing exisitng processes from the user’s point of view instead of changing existing processes is one of BSN medical’s targets, as by using OpenText software, the scan service provider previously used in Germany will no longer be required. ***“Most of the process changes are deliberately not visible to users. This increases acceptance and reduces training expenses. Normally we only need one half-day training session for the users.”***

Immediate archiving ensures legal certainty

The OpenText solution now archives the incoming invoices immediately after scanning. Thus, they do not have to be sent by post or fax to the European service center in England. At the same time, the data contained in the invoices such as amounts or items is automatically read out and entered in SAP. If the invoices are validated in Germany or England and

transferred to SAP, documents are no longer parked. Approval takes place via the data stored in VIM. An SAP document is only created after approval. Incorrect allocations or gaps in the order of the documents are therefore excluded.

Since May 2013, the OpenText solution has ensured legal certainty in the Italian branch of BSN medical. ***“Our accountants in Germany and England are enthusiastic about the new solution, which is allowing us to achieve our main targets of legal certainty and lasting savings,”*** summarized Daniela Dworski. ***“By the end of March 2014 we will be introducing the solution in all the other countries of Europe as well.”***

About Bc-competence

Bc-competence Gesellschaft für Organisationsberatung GmbH is an innovative consulting firm that concentrates on finance, accounting and treasury. All of the project managers and consultants are experts in finance, accounting and treasury and have extensive project experience. Bc-competence’s customers include medium-sized and large companies as well as international groups.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit [opentext.com](https://www.opentext.com).

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