"Servair’s accounting suppliers are delighted to be working on OpenText Vendor Invoice Management for SAP Solutions. By automating processes, the product refocuses their skills on high value-added tasks. Their work has been completely transformed, and they have benefited greatly as a result."

Ms. Nathalie Nabozny
Head of paperless invoicing
Servair Systems Division
Servair, an Air France subsidiary, provides airline catering, airport assistance services and services integration. Servair is the leading airline catering company in France. Ranked third in worldwide airline catering and air logistics activities, it posted revenue of EUR 771 million in 2013.

Servair employs 10,000 people of all nationalities. This global business provides services to 120 airline companies and produces 230,000 on-board meals per day in 38 airports around the world. This high level of production means that many suppliers are involved, which generates a large number of invoices.

**Key challenge**

In this context, it is vital to have well-structured and meticulous management of supplier invoices. The processing of these invoices was identified as a key area for improvement.

In terms of accounts payable, many invoices did not have a linked purchase order, which had a considerable financial impact on the business.

**Selection of OpenText™ Vendor Invoice Management for SAP® Solutions**

In search of ‘Reliability, Innovation, and Performance,’ key values in its business, Servair asked OpenText to reorganize its accounts payable by launching the ‘Perle’ project (the code name for the electronic platform supporting the business’s logistical relations).

The project’s aim was to move to 100 percent electronic processing of supplier invoices and to have a single management process in order to reduce processing costs. Servair chose OpenText Vendor Invoice Management for SAP Solutions to optimize its management of supplier invoices in SAP.

Implementation began in March 2011. Following a change to the accounting calendar, the product was not deployed until five months after product launch.

The product enabled Servair to swiftly improve its productivity and its relations with suppliers through smart and effective automation.

**Electronic processing of invoices**

In order to move to electronic processing of its invoices, Servair used the OpenText publisher to combine the three main invoice flows into one: paper, EDI and smart PDF. In order to make sure that no invoices were lost, the company had to design and put in place reporting tools along the entire production chain linking with all internal and external operators involved in the process.

In December 2011, Servair started processing a small portion of invoices using the product. Given the excellent results produced, it has been able to process all invoices this way since February 2012.

In 2013, 140,590 invoices were processed using OpenText, 50 percent of which were handled with no intervention required from the accounting department prior to processing. Additionally, 85 percent of invoices are now automatically linked to a purchase order. This product has enabled Servair to achieve and surpass the set targets in terms of reducing management costs as well as time to payment.
Compelling benefits

By reducing manual intervention in the processing of its invoices, Servair has reduced invoicing errors and processing time.

For Servair, the OpenText product has been an unqualified success given its financial impact on the business:

- 100% of invoices processed by the system, i.e. 150,000 invoices/year
- Rise of over 40% in productivity on accounts payable
- Over half of invoices processed without manual intervention, resulting in a reduction in errors and processing time