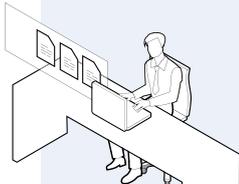


# THYSSENKRUPP SUCCESSFULLY IMPLEMENTS DIGITAL DOCUMENT MANAGEMENT

Worldwide uniform processing of invoices and travel expenses thanks to regional proximity

| Challenge  | Solution   | Benefit  |
|--|--|--|
| <p><b>24</b><br/>countries –<br/>one process</p> |  <p><b>Regional processing</b> –<br/>central quality assurance</p> |  <p><b>6</b> months<br/>to go live<br/>in Germany</p> |

thyssenkrupp operates several shared services locations worldwide for back office services. In line with their corporate goals, internal services are utilized in conjunction with external service providers.

As a part of ongoing improvements, thyssenkrupp was seeking to digitize the processing of invoices and travel expenses worldwide. Aside from physical documents, incoming e-mail invoices needed to be incorporated into a recently implemented standard process. The integration with their numerous different ERP systems and SAP releases presented a further challenge. As part of the digitalization process, an Ariba-compliant format is generated, and the scanned documents and XML files are provided via FTP.

In order to optimize the processing of invoice management, it was important to find a global provider with the highest coverage rate between vendor scanning locations and the thyssenkrupp's own national subsidiaries.

During the supplier selection process, Swiss Post Solutions (SPS) scored extremely high as a global full-service provider for physical and digital document management in several different aspects. SPS' geographic coverage was considered ideal for providing professional support to 24 countries. They therefore commissioned SPS to deliver digitization, standardization and process optimization.

Renowned reference customers confirmed the competence and reliability of SPS, which already handles invoice processing for 40% of all DAX listed companies in Germany. Additionally, the customer was impressed by the highly motivated team at the SPS operation in Vietnam, which is responsible for post processing.

### Regional processing, central quality assurance

As a part of the new solution, SPS receives the invoice documents, which are addressed to the customer worldwide, via different input channels. After initial sorting, incoming paper documents are digitized. The documents are then further processed via SPS' digital input platform.



SPS is one of the most experienced and reliable providers in the field of document processing and, thanks to its global presence, has the necessary worldwide resources. This is quality from a single source. Working with SPS in invoice processing enables us to achieve our digitization goals in this operative field of business efficiently and economically at all relevant locations worldwide.



– Client Statement

The header information and invoice items are recognized automatically. If anything is unclear, the SPS team manually reviews the documents, which are submitted in around 20 different languages, and corrects any misread data as part of the quality assurance process. As soon as the digitized data has been transferred to thyssenkrupp, the original documents are destroyed in a legally compliant manner.

#### Fast roll out in Germany

The solution was implemented in less than six months and included taking over an operation which processes around

4 million documents annually. Within a few months of signing the contract, all German travel expense receipts were being processed by SPS, and a few weeks later, invoice processing in Germany was converted.

After the successful execution of the process in German subsidiaries and a stabilization phase, the systematic roll out into the company's other country organizations took place. Depending on their size, individual countries are grouped together to ensure an efficient roll out. All country-specific regulations are observed during the process.



#### About thyssenkrupp

thyssenkrupp is an engineering group with strengths in materials. Over 162,000 employees in 78 countries work with passion and technological know-how to develop high-quality products and intelligent industrial processes and services for sustainable progress. Their skills and commitment are the basis of the company's success. In fiscal year 2018/2019 thyssenkrupp generated sales of \$46 billion. Together with its customers, they develop competitive solutions for future challenges in their respective industries. With our engineering expertise, they enable customers to gain an edge in the global market and manufacture innovative products in a cost- and resource- friendly way. Their technologies and innovations are the key to meeting diverse customer and market requirements around the world, growing on the markets of the future and generating stable earnings, cash flows and value growth.

Learn more  
about SPS document management

