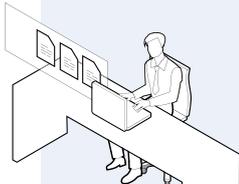


THYSSENKRUPP SUCCESSFULLY IMPLEMENTS DIGITAL DOCUMENT MANAGEMENT

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

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

thyssenkrupp wanted the processing of invoices and travel expenses to be digitized worldwide, and initially tried to convince the numerous international suppliers of the benefits of electronic invoicing. They also planned a change of service provider for processing travel expenses. thyssenkrupp recognized that with a suitable outsourcing partner digitization would improve efficiency and lead to further success. They therefore commissioned SPS with digitization, standardization and process optimization in more than 20 countries.

thyssenkrupp operates several shared services locations worldwide for back office services. In line with corporate goals, internal services are combined with external service providers to ensure maximum efficiency.

In order to optimize the processing of invoice management, thyssenkrupp sought a global provider offering the highest possible coverage rate between the scan locations and the company's own national subsidiaries. Incoming e-mail invoices are incorporated into the new standard process. A further challenge was the administration of the numerous different ERP systems and SAP releases. As part of the digitalization process, an Ariba-compliant format is generated and the scanned documents and XML files provided via FTP. During the selection procedure with different suppliers, SPS scored

as a global full-service provider for physical and digital document management in several respects. Location coverage by SPS is ideal for providing professional support to 24 countries.

Renowned reference customers confirmed the competence and reliability of Swiss Post Solutions, which already handles invoice processing for 40% of all DAX companies. In addition, the highly motivated team at the SPS site in Vietnam, which is responsible for post processing, was impressive.

Regional processing, central quality assurance

SPS receives the invoice documents, which are addressed to the customer worldwide, via different input channels. After initial sorting, the paper documents are digitized. The documents are then



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

further processed via SPS's digital input platform. The header information and invoice items are read out automatically. If anything is unclear, the SPS team manually ensures that the documents, which are available in around 20 different languages, are entered correctly as part of quality assurance. 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 implementation of the process, in which around 4 million documents are processed annually in the final stage of roll out, took just

under six months. 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. The country-specific regulations are observed during processing.



About thyssenkrupp

thyssenkrupp is a technology 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 our success. In fiscal year 2018/2019 thyssenkrupp generated sales of €42.0 billion. Together with our customers we develop competitive solutions for future challenges in their respective industries. With our engineering expertise we enable our customers to gain an edge in the global market and manufacture innovative products in a cost- and resource-friendly way. Our 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

