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RR DONNELLEY

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LOOKING BACK ON 150 YEARS OF SUCCESSFUL HISTORY

Looking forward to an exciting future



Dear Reader,

RR Donnelley celebrated its 150th Anniversary in 2014. The Company was founded in a pioneering era, at a time when other well-known firms were also founded in Switzerland. We are around the same age as the two big Swiss banks and the well-known global food company on Lake Geneva.

RR Donnelley has an amazing history, especially when one considers that the entire workforce has already passed responsibility on to the next generation at least four to eight times.

At the beginning of last year, we were contacted by a number of government offices and questioned in connection with the NSA affair. It is very impor-

tant to RR Donnelley that every individual country subsidiary comply strictly with local laws. Absolutely no deviations are tolerated. You can rest assured that RR Donnelley is a completely Swiss company in Switzerland, a completely German company in Germany and a completely Austrian company in Austria!

We are proud to have been part of the RR Donnelley success story for the past 10 years while we steadily and successfully expanded the business in Switzerland, Austria and Germany.

With respect to expansion: we purchased an additional 700 m² of space at our headquarters in Urdorf (Zurich) and set up another modern mailroom. The new scanning center is designed to easily process more than 50,000 additional letters per day. This increase in capacity is based on an enormous amount of know-how and the use of state-of-the-art technology.

More and more companies are considering outsourcing all of their incoming mail and working exclusively with electronic documents in the future. Paper will continue to exist in our day-to-day working life for a while to come, but it is truly an anachronism in our modern working world of computers, tablets, smartphones, etc.

Our solutions can help to dramatically shorten processing times, increase transparency and – thanks to industrial automation – achieve a significant, measurable reduction in costs.

We have implemented extremely attractive projects in the area of inbound document management in recent months and have introduced the “Euro mailroom” as a result.

You can read more about some of our exciting projects on the following pages, where I am sure you will also find something of interest to your firm.

Happy reading!

Urs Birrer, Managing Director



“You never solve a problem by putting it on ice.”

Winston Churchill

“New technologies and ideas change our working world. Either we throw away our smartphones and return to the typewriter, or fully embrace the electronic world – anything else is a half-measure.”

Urs Birrer, Managing Director

150

Keywords

150TH ANNIVERSARY
MAILROOM EXPANSION

Products and services

Digitizing
Inbound document management

Introduction

1864



CASE STUDY

Keywords

COMPLIANCE IN INVOICE PROCESSING

Sector

Retail fashion

Products and Services

PDF invoices via Billexco.com
Invoice scanning
Accounts payable workflow

Introduction

2012

CHARLES VÖGELE: OPTIMIZED PROCESS FOR INVOICE VERIFICATION ENSURES COMPLIANCE AND SAVES MONEY

From receipt to on-time payment, vendor invoice processing is costly in terms of time and money. And it is important not to make errors during the process, as they could quickly lead to major unavoidable costs. It is therefore easy to understand why Charles Vögele uses sophisticated, carefully designed processes and specialized computer systems to monitor and handle its vendor invoices.



The well-known fashion retailer Charles Vögele has made a considerable investment since 2000. First, a software system was installed to process invoices. This was followed by digitizing of paper invoices in five countries, with others following soon after. An audit in 2008 led to requirements for further improvements. A formal ordering system was needed, and a sophisticated four-eye principle had to be introduced for payments.

Charles Vögele was facing the challenge of optimizing the ordering process and, as part of the process, implementing invoice verification and payment processing that could satisfy the new requirements. The challenge was to create standardized processes and systems that could be used in all the countries where Charles Vögele operates. A small effective team was responsible internally, acting as the “single point of



contact” for all questions and problems in this connection. The project began in May 2010, leading to a successful roll-out in Switzerland and another seven countries in August 2012.

A fully integrated and fully digital process was established under the motto “Need-to-Pay”, i.e. “from need to payment”. It ensures that no data is lost, all rules are observed and approvals are properly requested and provided throughout the entire process from the time the need is reported and, finally, that invoices received are verified and paid.

We worked with specialized partners to develop a sophisticated solution that could satisfy these demanding requirements. “Basware,” for example, provided RR Donnelley with software components for vendor invoice processing as a hosting service and also performs daily processing of all invoices.

After completing their assignments, vendors send paper invoices to a special post office box address with a postal code specifically for RR Donnelley, “8901 Urdorf”, where they are scanned and prepared using OCR (optical character recognition). Alternatively, they can send their invoices to Charles Vögele in PDF format via the invoice portal www.Billexco.com.

Centrally stored order data is used to automatically verify each invoice. If the invoice data are within specified tolerances, no manual inspection is needed and the account assignment data stored at the time of the order is automatically copied from the database. Otherwise, the invoice is channeled into an electronic workflow for further inspection and processed individually.

All orders and invoices can be accessed at any time in the system, the processing status is precisely documented and verifiable. In addition to creating transparency for employees and management, this also speeds up processing significantly and is practically error-free.

“Forgotten” invoices and invoices that are processed late are therefore a thing of the past, just like invoices without orders, or with orders that cannot be found. This means that time-consuming searches and unpleasant discussions with vendors about the basis for their claims can be reliably avoided.

The benefits can be seen at many points in the company, but were only possible because a precisely designed, fully integrated process was used. Uncoordinated improvements at isolated points would never have been sufficient. The improvements that have been achieved have led to excellent acceptance of the processes and systems by all of the parties involved, in spite of the unavoidable familiarization problems at the beginning. The invoice issuers were included as part of the process chain. Information about how important accurate figures and use of the proper format is in order to ensure prompt automated invoice verification and payment was positively received. After all, vendors also benefit from efficient workflows and rapid payment.

Faster invoice processing and better data quality thanks to the use of a fully computer-based system has already led to substantial savings. In addition to consistent use of payment discounts, savings were also achieved by eliminating the input tax losses that were occasionally unavoidable due to incorrect invoices and delayed corrections.

One of the main reasons RR Donnelley was chosen as a partner was because it could offer a cross-country solution for all of the countries involved and had already proven itself in successful projects in a similar area in the past. ■



“In addition to resolving existing audit issues, the process also created transparency, significantly increased efficiency and, last but not least, also generated welcome financial savings.”

Giacomo Tovena, VP Finance at Charles Vögele

Charles Vögele Group

Charles Vögele is Switzerland's leading fashion retailer, offering its customers top quality in the mid-range segment. The company is known for its fashionable, reliable clothing range and friendly service. Charles Vögele has close to 800 retail outlets in the following eight countries: Switzerland, Belgium, Germany, Liechtenstein, Netherlands, Austria, Slovenia and Hungary. The Company had 6,700 employees and gross sales of CHF 1.13 billion in 2013.

www.charles-voegele.com

“During subsequent meetings, RR Donnelley was able to clearly show us that the ‘Invoice’ and ‘Match’ solutions were sufficiently flexible to handle the special aspects of our invoice processing.”

Christian Rohr, Head of Accounting
Mammut Sports Group

Photo: PR Photo of the Year 2014
Switzerland: “Ice climbing by Night”
by Mammut Sports Group AG
(PHOTOPRESS/Thomas Senf/
Mammut)



CASE STUDY

Keywords

TRANSPARENCY AND SPEED IN
INVOICE PROCESSING

Sector

Alpine, climbing and outdoor
equipment

Products and Services

Basware accounts payable workflow

Introduction

2012

ERROR-FREE INVOICES AT MAMMUT

Mammut wanted to use a new automated invoice solution from Basware to make workflows more transparent in the company, save time and reduce error rates.



The story of a small company began to take its course 151 years ago in Dintikon, Switzerland. After completing his apprenticeship as a rope-maker in 1862, Kaspar Tanner used ropes to lay the foundation of one of the best-known companies in alpine sports: Mammut.

Today, the Group has total sales of around CHF 233 million, with 70 percent generated outside of Switzerland. The products sold around the world are produced by a variety of vendors in Europe and Asia and shipped either directly to the specialty retail stores or to the central warehouse in Wolfertschwenden, Germany. Ropes are produced

exclusively in Switzerland. More than 20,000 invoices were received in 2012, 15 percent more than the previous year.

In addition to creating a great deal of work, the company also received warning letters, since invoices could not be processed and paid within the allowed period. Out of necessity, employees developed a parallel bookkeeping system. In order to maintain an overview and not overlook any invoices, all of the documents were copied and recorded in Excel files along with their precise status. But this would not have been sufficient much longer. “We wanted a new solution that would



make workflows more transparent, save time and reduce error rates”, stated Rohr. But what would this solution be? The head accountant already had an idea.

Freedom of movement and load control

Christian Rohr decided to take another look at a possibility they had investigated in the past. “Some time ago, we contacted the Swiss systems provider RR Donnelley and took a look at a reference client that was using solutions from Basware”, he recalled. “However, even though it was also a clothing company, it was difficult to draw a comparison. Quite simply, the company’s processes were completely different from Mammut’s.”

The mountain sports specialist often receives partial deliveries of goods, e.g. first 200 units and then 800 units some time later. The associated invoices are sometimes 15 pages long, with thirty different order numbers. Manual processing is extremely time-consuming with workflows like this. For example, when goods are received they must be compared with the order and the accompanying invoice. Even determining whether the figures are consistent with the vendor’s contracts takes time. RR Donnelley and Basware had nevertheless made a good impression on Christian Rohr and he decided to contact them again.

No sooner said than done. The kick-off for implementation took place in December 2012 and the system was already in full operation in August. 116 employees in Switzerland are using the new solution today. It is also being used in Wolfertschwenden, Germany. Mammut makes de-

liveries throughout the world from the new distribution company located there. Four employees there use this automated solution to check freight invoices and forwarding invoices. Everything works smoothly – also due in part to the support provided by Rohr and his team. In order to make it easier to learn the system, they prepared written instructions and conducted personal training courses. The head of accounting sums up: “Departments like Marketing and Communications that have to process large numbers of invoices are also satisfied with the solution.”

Speed climbing through the departments

A simple example shows the time savings. In order to obtain comparison values, Christian Rohr calculated the processing times for individual invoices before the solution was installed. From the time the mail was received to physical archiving took 18.6 minutes per invoice – in the ideal case. This does not include delays due to vacation or illness. Basware almost cut the time in half – processing time 11.3 minutes – while also reducing potential errors. Mammut’s workflow using the automated “Invoice” solution now looks like the following. All invoices received in Switzerland are scanned on site. If digital data are available, “Match” runs automatically and compares invoices with orders and agreements. It checks whether the vendors have prepared all documents correctly and whether the terms that Mammut negotiated with them have actually been applied.

If all of the data are correct, Basware module “Invoice” channels the invoices to the verification and approval process. The specialty departments are notified electronically and requested to inspect the invoices. With a few clicks, users can examine the invoices, assign them to an account and approve or reject them. During this process, employees in Accounting can also check the status of individual invoices at any time. This also allows them to check whether any documents are left waiting too long. When an invoice is finally approved, the specialty department simply sends it away – without specifying a recipient, as is necessary, for example, with email. The invoice travels by itself to the proper person in Accounting. A few more mouse clicks and the transaction is posted.

These new solutions also prepare Mammut for the future, and it was high time. The volume of invoices is expected to increase by approximately the same percentage this year, namely 15 percent. The software has proven its value in this respect, as it reduces the processing time required. Christian Rohr feels the investment was worthwhile: “Being able to approve an invoice with a few mouse clicks and not have to physically forward it simplifies things in the end.” ■



“The fact that we manually processed all of those invoices caused massive problems at times.” Especially when quarterly and annual reports were due, Rohr and his employees would run from Accounting to the other departments.

Christian Rohr, Head of Accounting Mammut Sports Group

Mammut Sports Group

Today, the Mammut Sports Group has total sales of more than CHF 233 million, with 70% generated outside of Switzerland. Although approximately 50% of the sales are for clothing, climbing ropes continue to be an important segment, and Mammut is the best known provider in this market.

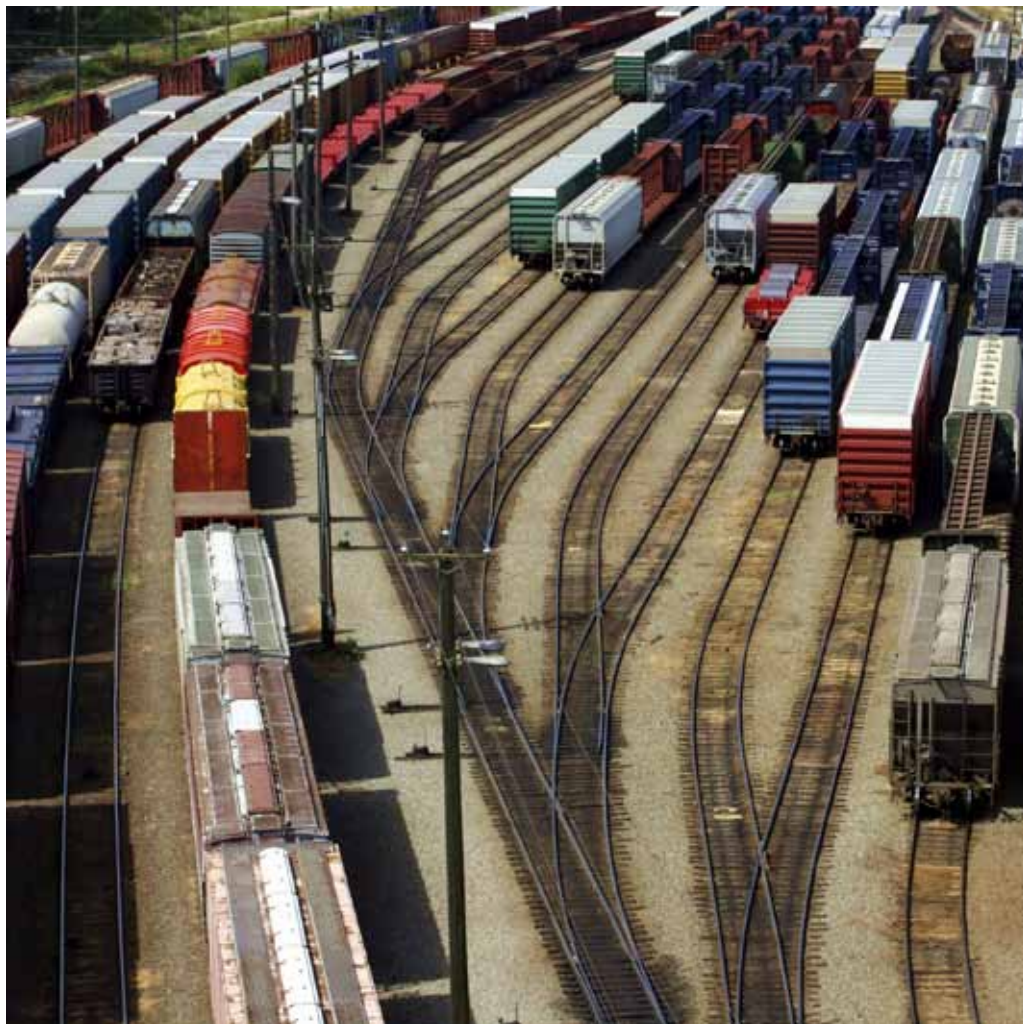
www.mammut.ch



Photo: “Iceclimbing by Night” by Mammut Sports Group AG (PHOTOPRESS/Thomas Senf/Mammut)

Hybrid incoming mail

Some of your business partners might prefer to communicate using traditional business letters, while others might prefer electronic communications. You now face the challenge of integrating these two incoming channels into a unified workflow. To make this possible, incoming mail has to be digitized and classified.



CASE STUDY

Keywords

HYBRID INCOMING MAIL
CLASSIFICATION

Sector

All

Products and Services

Receipt of incoming letters, email
and e-documents

Introduction

Within a period of 2 to 3 months

KNOWN BY ALL, WANTED BY NONE!

Known by all, wanted by none: hybrid incoming mail. Company-related information reaches us through a variety of media today, whether in paper form, by email or via a web form. The challenge facing companies today is to standardize these different forms of information and channel them into an electronic process.



The digital mailroom receives incoming correspondence in electronic and physical form and digitizes paper documents in an electronic format. Relevant contents are automatically captured and classified, so that a rule-based process can assign the documents to a workflow. This could be the email account of an employee or team, or a specialized application for processing claims, applications, vendor invoices, etc.

This is precisely where RR Donnelley's services begin. All incoming mail is received, regardless of whether it is in the form of letters, email or e-documents.

We open one or more post office boxes for you to handle **incoming documents** in the form of letters. All incoming letters are scanned in our service centers, analyzed and interpreted, that is, classified according to file reference and prepared for subsequent processing steps.



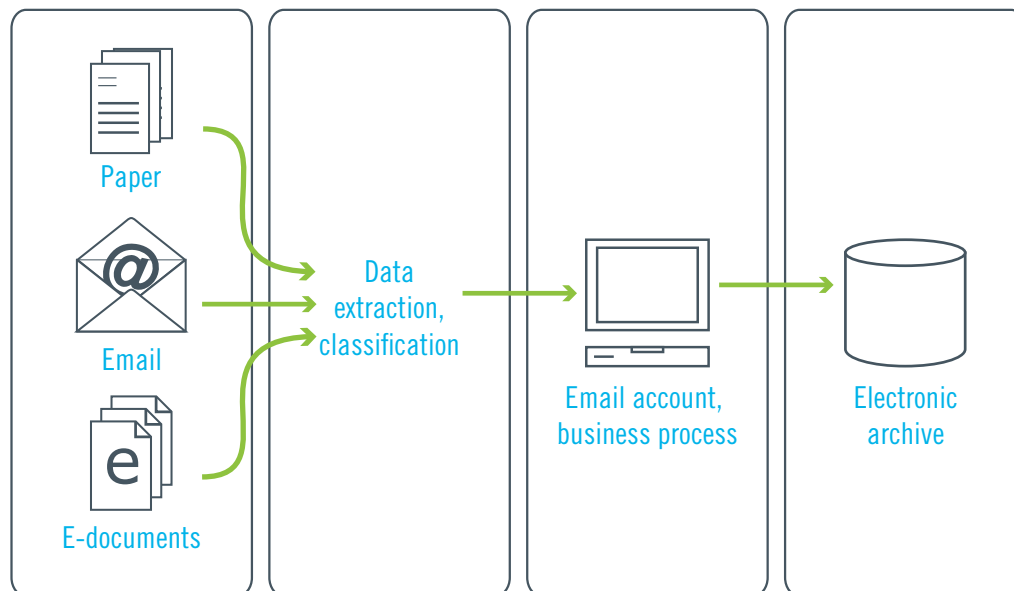
Incoming email and e-documents are converted into a standardized structure, including attachments, so that their contents can also be analyzed and classified.

Classification, i.e. identifying document type and contents, is the key component in electronic mail processing after scanning.

A variety of strategies are used here:

- ❖ **Classification according to language:** Intelligent software can be used to identify the language of a document which could then, for example, be sent to the inbox of a French or Italian-speaking employee.
- ❖ **Classification according to layout:** Scanned correspondence or documents received by email can be identified by their layout. For example, an application form could be differentiated from an order form.
- ❖ **Classification according to contents:** Keyword searches, e.g. “contract,” “complaint” or “application”, can be used to automatically identify documents.

Classification allows the correspondence to be automatically forwarded to a subsequent process or pool of employees. This could, for example, speed up the response to a customer inquiry or reduce processing time for a vendor invoice.



Various sources of incoming mail are combined in a single processing operation.

At the end of the process, the documents are collected into electronic files (e-files) and made available online independent of location. Professional electronic archiving of your documents and information improves your ability to provide information to customers, vendors and auditors. ■

RR Donnelley operates your digital mailroom and helps design your electronic back office processes. Digitizing of previous files, e.g. contracts, personnel files or policyholder files, and long-term archiving round off the range of services offered by RR Donnelley.

Take advantage of the advantages offered by a global company with local support:

RR Donnelley operates scanning centers in Zurich, Geneva, Brussels, Dublin, Düsseldorf, Eindhoven, Lancing, Leicester, Madrid, Paris, Warsaw and Vienna, as well as in Scandinavia and Southern Europe.

www.euromailroom.com



PARTNER

Keywords

SWISSCOM'S CONEXTRADE
ELECTRONIC TRADING PLATFORM

Sector

All

Products and Services

Electronic invoices

INVOICE PROCESSING: TWO SPECIALISTS TEAM UP TOGETHER

Multiple channels of incoming invoices



Digitization is taking over in all sectors of the economy, especially in the area of information exchange. Although the process of conversion started years ago, it is far from being complete. Paper-based and digital processes have existed side-by-side for years and this will undoubtedly remain the case for several years to come, although the balance will continue to tip more and more towards digital.

The exchange of invoices between companies takes place via a number of channels: the traditional printed letter, a PDF file sent via the Internet, or a structured electronic invoice with a special exchange format sent directly between computers. In order to work their best and be properly prepared for the future, companies must be able to respond appropriately to this multiplicity and introduce suitable processes. It makes sense to outsource the technical and organizational challenges this presents to a service provider specializing in multi-channel solutions and then establish a standardized and fully electronic process within the company.



The partners: RR Donnelley and Swisscom's Conextrade

RR Donnelley has been a successful provider of electronic invoice processing for many years. To round off its portfolio, in 2010 RR Donnelley entered into a partnership with Conextrade, Swisscom's trading platform. Conextrade also offers solutions for invoice processing, but the joint project showed that the partnership provided many advantages for customers by allowing each partner to concentrate on its particular strengths. Swisscom's size and importance gives it recognition and a presence throughout Switzerland. It also has a large customer base, and the name Swisscom stands for top quality. RR Donnelley contributes its special expertise in the areas of scanning, document management and workflow. In addition, as a small, agile company with an international presence, RR Donnelley is able to offer excellent quality together with cost advantages.



The combined solution

Conextrade and RR Donnelley offer a solution for vendor invoice processing that allows invoices to be received via a variety of channels, such as structured e-invoices, PDF files and paper invoices received through the mail. Receipt and initial processing is performed either by Conextrade or RR Donnelley, depending on the incoming channel. Regardless of the source of the invoice, the customer receives delivery to its specific workflow application, with verification, archiving and processing performed in accordance with its specific requirements. It can therefore concentrate fully on the contents of the invoice without dealing with the complexity of multiple incoming channels.

The partnership between the two service providers is aimed at quality, efficiency and flexibility. Marcel Wildhaber, Market Developer at Swisscom who is the Conextrade manager responsible for the partnership with RR Donnelley states that the conversion to electronic incoming invoices can already pay off economically in the

first few months for many customers. In addition to a detailed examination of customer needs, he points to the flexibility of the Conextrade trading platform as the key to success. Thanks to streamlined decision-making and a practical approach, it is often possible to implement solutions in a few months (paper invoice scanning) or even a single month (purely electronic invoice exchange).

Satisfied customers

Past experience speaks for itself. A number of well-known Swiss companies that are using Conextrade and RR Donnelley to process their incoming invoices – in some cases since 2010 – are very satisfied with the solution and the savings they realize. One of these companies is Alpiq InTec, which processes 400,000 invoices a year.

The solution is independent of the sector involved. The focus is currently on companies in the industrial, financial, telecommunications and energy sectors. Cross-border cooperation also functions optimally, as RR Donnelley has a presence in almost all European countries and can digitize invoices received for its customers there. Further processing can take place in the customer's own country or a more cost-effective location, such as Warsaw – complying in all cases, of course, with local statutory requirements. Conextrade comprehensively covers the country-specific statutory provisions in the electronic area in more than 50 countries.

The future

More companies are showing great interest in a solution to simplify their invoice processing, which is why the customer base is growing continuously. Marcel Wildhaber stresses that companies with smaller volumes are also welcome and could quickly benefit from electronic receipt of invoices. Thanks to the Conextrade's broad portfolio of solutions, the changeover to electronic invoices already makes sense for a few hundred invoices per year. Over the long term, Wildhaber believes a massive shift from paper to electronic and PDF invoices can be expected. He expects paper invoices to fall to less than 25 percent of the total volume within the next 5 years and feels that e-invoices and PDF invoices will be the clear winners in this change.

Both RR Donnelley and Conextrade are strong, established companies and their partnership is aimed at the long term. Customers can therefore be assured that once implemented, solutions will be operated for the long term and they will not be confronted by the need for an unexpected change in provider. ■



Marcel Wildhaber, Market Developer at Swisscom forecasts:

"In five years, paper invoices will likely decrease to a quarter of the current volume."

Conextrade trading platform

Swisscom's Conextrade trading platform is a central hub for purchasing industrial and consumer goods and for all billing processes. It brings the benefits of electronic cross-company processing to a large number of users, allowing them to improve reliability and processing times and reduce costs dramatically.

www.handelsplatz.conextrade.com



CASE STUDY

Keywords

ELECTRONIC INCOMING MAIL CLASSIFICATION

Sector

Insurance

Products and Services

Daily processing of incoming customer mail

Introduction

2013

HOW INCOMING MAIL MAKES ITS OWN WAY TO THE RIGHT CONTACT

innova insurance introduced a new process for digital processing of incoming customer mail at the end of 2013.



Companies receive documents through a variety of channels today, including traditional letters as well as email, in many cases with attachments. Although the incoming documents mostly fall into a small number of predictable categories (invoices, inquiries, applications, cancellations, etc.), the wide range of variability makes immediate, fully automatic processing impossible. In order to allow documents to be quickly and efficiently channeled to the proper processes, the documents must first be pre-processed.

innova, a health insurance provider, introduced a new process that provided almost complete digital processing of its incoming customer mail at the end of 2013. The process that was introduced by RR Donnelley integrated incoming email and paper mail, which could be written in German, French or Italian. Email is read directly from the mail server and automatically searched for relevant information, such as policy numbers, patient names and addresses, and service providers (physicians, hospitals, therapists, etc.). In addition to the emails themselves, any attachments are searched in the same way. In addition to text and PDF files, Microsoft Office documents can also be read.

innova employees pre-sort paper documents, add appropriate cover sheets and then forward them to RR Donnelley for further processing. There they are scanned and processed using OCR. Similar to email, they are then searched for key information. The system can be “trained” using sample documents to automatically recognize many document types (invoices, physician reports, etc.) and can then search for specific information based on document type. An invoice, for example, is searched for a total amount, while a physician’s report is not. Currently, sixty different document types have been defined, each of which is subdivided into up to ten sub-categories. Depending on the contents of a document, it is then assigned to one of six possible recipients.

Although automatic analysis of the documents is a very powerful tool, manual examination and possibly manual processing is necessary. This is done by an experienced specialist, who compares the data that was automatically extracted with the scanned image or email. They can, for example, supply a missing or incorrectly identified policy number.

Integrating databases that provide current policy data, patient master data, service providers and other information is extremely helpful. If, for example, a patient number is indicated, the system adds any missing data to a data entry form in a fraction of a second, thereby reducing the amount of manual processing required. Incorrect entries are also avoided from the very start, thereby speeding up the process dramatically and ensuring the best possible data quality.

RR Donnelley processes an average of around 500 documents per day for innova. Thanks to the highly powerful process used and the excellent assistance provided by the software, one person can process up to 3 documents per minute. Once document entry has been completed, the document is placed on a server where innova can access it for further processing within an hour. RR Donnelley stores paper documents for three months and then securely destroys any documents that were not needed again during that time. ■



BRUNO HÄHNI, MEMBER OF INNOVA MANAGEMENT RESPONSIBLE FOR THE PROJECT, AND MARTIN KÜNG, HEAD OF IT, DISCUSS THE PROJECT AND ITS BACKGROUND

AMBITIOUS GOALS

The main goal of the project was to fully optimize the processing of customer correspondence. Until that time, employees had processed incoming customer mail solely in paper form, only scanning it at the end in order to digitally archive it. As a result, innova only realized very limited benefits from the use of electronic documents. The new process introduced at the beginning of December 2013 was based on the Swiss Health Platform (SHP) of Centris AG, Solothurn, that was widely used in the Swiss insurance sector. The scanning component implemented and operated by RR Donnelley fed digitized documents and extracted information into this workflow solution, thereby laying the foundation for systematically replacing paper with digital documents.

SUCCESSFUL IMPLEMENTATION

Bruno Hähni stresses that the new process could be used to increase work efficiency. Documents and extracted data are always available at the workplaces where they are needed. Even if more than one person or different teams are involved in a particular case, no copies have to be made and paper documents do not have to be forwarded. The inconvenience of working with piles of paper is therefore a thing of the past. Access to digital data can also be controlled and monitored better than would ever be possible with paper documents. The fact that employees and management now have a precise overview of the work process and progress on each individual case at all times is also a benefit. Acceptance of the new process and change in working procedure is good among the 60 or so employees involved, according to Hähni. This can be seen, in particular, by the rapid progress made when the system is learned and increased productivity.

FURTHER IMPROVEMENTS PLANNED

In the near future, innova would first like to stabilize what has been achieved in daily operations and further improve quality. For the long term, Hähni and Küng see further potential areas of development. Avoiding the document pre-processing step before scanning could further reduce processing times. Among other things, the identification of document types and contents would need to be further optimized. Given the enormous range of variation, fully automatic identification of all document types would be impossible, which means that a certain amount of manual processing would still be needed. In spite of this, the goal is to further increase the overall level of automation and reduce processing times, which would also improve customer service. innova can build on the favorable experience gained in this regard in the previous project.

GOOD COLLABORATION WITH SPECIALISTS

Hähni and Küng rate the collaboration with RR Donnelley, which is responsible for scanning, highly. "Given the complexity of the project as a whole and the wide variety of components, risk minimization was a key factor in successful introduction. We had worked successfully with RR Donnelley in previous projects and knew the company to be a recognized and experienced provider of scanning solutions. We are satisfied with our work together on the project and with the steadily increasing quality of the solution and services provided", stated Hähni. He also praised the attractive overall package offered by RR Donnelley, which was very competitive compared to other offers. ■



Bruno Hähni, Head of Resources, Member of the Management



Martin Küng, Head of IT

innova insurance

innova Versicherungen AG is an independent nation-wide provider of personal insurance. Its range of products consists of health and casualty insurance for private customers and businesses. innova stands out for the excellent quality of its services and its needs-based product solutions, such as supplementary health insurance for non-smokers or loss of earnings insurance for SMEs and professional associations.

www.innova.ch

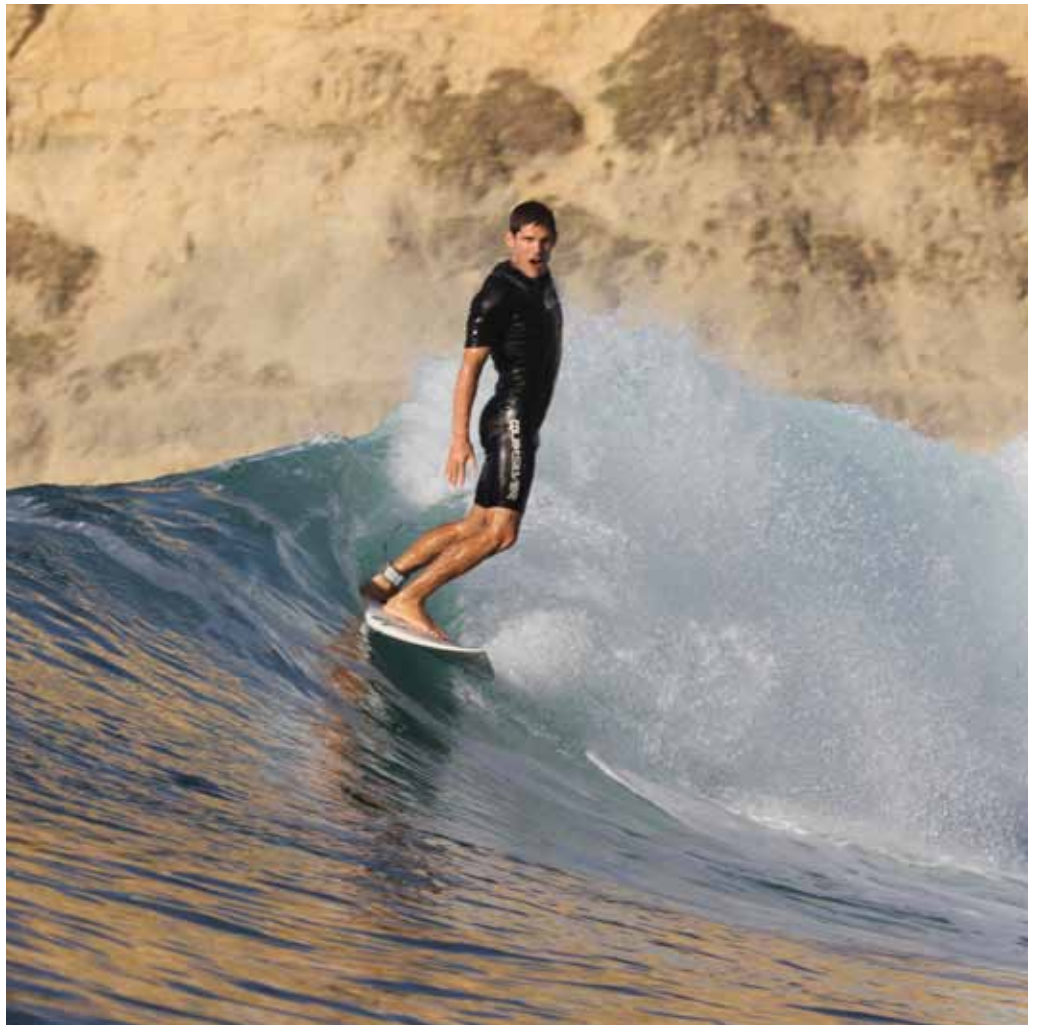


Photo: Antoine Jourdan surfing in Nicaragua

INTERVIEW

Keywords
A KEEN SURFER, MOUNTAIN BIKER
AND CROSS-COUNTRY SKIER

ROMANDIE'S RECIPE FOR SUCCESS

Interview with Antoine Jourdan, RR Donnelley Sales Manager, Romandie



The growth of the business in the German-speaking countries, Germany, Austria and Switzerland, has been very pleasing. We have also enjoyed great success in the Romandie region, and we have won a number of new clients in recent months. For the reasons behind this, let's find out more in an interview with Antoine Jourdan.

In recent months, many companies operating in the region of Romandie have chosen our solution Against a backdrop of increased competitiveness, the optimization of processes and the reduction of costs become key elements in corporate strategies. In this context, it is not surprising that more and more companies are looking to optimize their purchasing and payment processes (and, to a large extent, those relating to sourcing). Most multinationals are already very well equipped in this area and are striving to standardize practices through shared services, for example. SMEs, meanwhile, are looking to implement tailored solutions in order to move away from traditional, manual processes.

With offices in Geneva and Freiburg, RR Donnelley is firmly established in Romandie and this allows it to remain attentive to local businesses. On the other hand, RR Donnelley is also strengthening its position at European level with a very attractive offer for multinationals.



The combination of these regional and international offers give us both great credibility and in-depth knowledge of best practices. Finally, in Romandie, we are one of the few companies to offer a fully outsourced Purchase-to-Pay process. All of the costs can therefore be budgeted in advance.

These various elements have been key to our current success.

Which clients have recently chosen RR Donnelley?

We are about to implement our solution for Alpiq. Alpiq is one of the leading suppliers of electricity in Switzerland. Following the deregulation of the electricity industry, competition is fierce and the market is undergoing a period of profound change. In this context, reducing costs, pooling services and even the outsourcing of non-strategic activities are all factors of competitiveness.

Alpiq has therefore chosen to implement our outsourced processing service for supplier invoices. We receive, process and establish a payment release workflow for all Alpiq invoices.

We are currently implementing this at a national level, but it is quite possible that we will put forward our international offer to roll out this service to all their European subsidiaries.

However, we work for all types of industries and a cantonal bank has also recently decided to outsource the whole of its Purchase-to-Pay process to RR Donnelley. It was the compliance of the process, rather than the associated reduction in costs, that was the main reason for this decision.

How do you see the potential of the market in Romandie, especially for RR Donnelley?

There is great potential as the possibilities for process optimization are never-ending. Following the move to paperless billing, one must consider whether invoices should be sent in PDF format or as e-bills (such as the EDI system).

We are currently not only focusing on the dematerialization of documents and bills, but also on the optimization of trade between companies. The

former is a market with potential, but which is steadily declining, whereas the second will be our market of the future.

When you are not working to serve clients, what do you like to do during your spare time?

In Switzerland, I enjoy most mountain sports, from cross-country skiing in winter, to mountain biking in the summer. But what I like most of all is to go on surfing vacations. These two activities make for a perfect combination. ■



Antoine Jourdan mountain biking at Le Grammont, Switzerland



Antoine Jourdan, RR Donnelley Sales Manager, Romandie

He is responsible for business development in Romandie. He manages projects and consultancy activities with different clients and partners.



PRODUCT

Keywords

FINDING INFORMATION
AUTOCOMPLETION
FULL-TEXT SEARCH
COMPLIANCE

Sector

All

Products and Services

Company-wide document
management

Introduction

2014

SEARCHING IS NOW FINDING: ENAIO® 8.0

The new version of the ECM suite issued by the Berlin software provider **OPTIMAL SYSTEMS** is not just improved, it takes a new approach. The name change from **OSIECM** to **enaio®** is the most obvious change. Learn more about the changes to Version 8.0: **enaio® - the true ECM. Easily. Company-wide.**



Ergonomics, user-friendly design, easy integration – aside from mobility, these were the fundamental factors that were explored, analyzed and optimized when developing software version 8.0. The motto “Searching is now finding. Easily. Company-wide.” clearly reflects the key aims of **enaio®** Version 8.0: Finding company information quickly and easily, transparent management, targeted distribution and audit-compliant archiving of information.

Enabling direct access to all emails, letters, offers or invoices for a customer or transaction has always been one of the strong points of **OPTIMAL SYSTEMS'** ECM solutions. The true value of information is only apparent when it can be quickly found and, in particular, when it can be assigned to a suitable context. **enaio®** considerably simplifies explorations into the corporate information world. Its many innovations will lead users to their target more quickly, such as when all of the data and documents for a certain customer or transaction are needed. The new user interface has a fresh, forward-looking design and is particularly easy to use. An intuitive structure leads users directly to the main functions. The new layout is fundamentally different in all areas, in particular toolbars, workspaces and symbols.



Autocompletion and faceted search

The changes that make information searches easier in the ECM system include, for example, features like search field auto completion and varying the way that full-text search results are presented. The new auto completion function presents matching suggestions while a search term is being entered, for example, in index data fields, lists or full-text searches. The layout of functions and windows has also been improved, so that the user interface is easier to use and information is found more quickly.

If a user searches the information pool for the keyword “compliance”, for example, the hit list could show a very broad range of results, potentially too many to allow a quick overview. This is where the new faceted search can help – it allows the hit list to be reduced considerably by filtering. Less accurate hits

or categories are simply hidden with a mouse click. Full-text searches are made easier by showing “snippets”, or short pieces of text, to help the user find desired documents/information faster.



What was it called again ...? – making information easier to find

The “Did you mean” function suggests search terms similar to the search terms that were entered, thereby helping, for example, to avoid typing errors. The “Similar documents” function looks for documents that are similar to a document you have selected, or whose contents deal with similar matters. The “Associated terms” function uses artificial intelligence to display terms with a connection to the search term you entered. This

allows you to find amazing cross-references between documents based on their contents. The “Filter list” function allows you to reduce a long hit list to hits that contain a desired term. enaio® also makes this function available in the workflow editor and workflow administrator.

Everything at a glance – optimized preview, smart details

The new content and detail preview combines clear organization with precisely integrated functions. The user’s attention is guided to what is important, relevant information is more easily identifiable, and work proceeds faster and easier. In addition to index data, the preview provides a quick overview of completed and active workflows, notes and processing history. This creates a bridge from document management to process management. The notes tab also allows other interactive possibilities. New notes, for example, can be added with a click. The new, streamlined design also provides a targeted look at the document with the required information. As was the case in the previous versions, enaio® also permits the two preview windows to be displayed beside one another and on a second screen. This allows you to keep important information in view at all times. The content preview supports all common file formats, including email and email attachments.



Improved usability

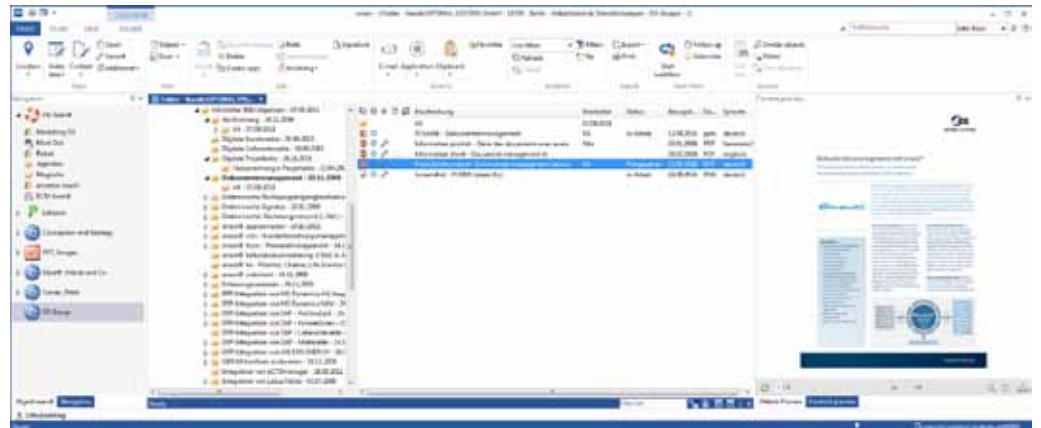
The clean, uncluttered flat design makes the enaio® user interface considerably clearer and intuitive to use. Document contents, which form the basis of a document management system, take more of a central place. Simple data, but also complex transactions are presented in a more transparent and easily understood manner – thanks to intuitive navigation and context-based menus.

The enaio® ribbon is an important factor in terms of ergonomics and usability and was extensively redesigned. Among other things, the arrangement of the controls was modified, based on in-depth analysis and test results, to optimally correspond to normal work habits. The ribbon changes according to the context that the user is currently working in. Functions only appear in your ribbon when they are needed. To make the user interface cleaner, less frequently needed functions can easily be hidden. The new design is also reflected in the enaio® add-ins provided for Microsoft Office, allowing you, the user, to benefit from a unified look and feel. Standardized configurations (user profiles) can be distributed and managed. This allows each user to set up a user interface that provides precisely the functions that he or she needs.



Mobile work made easier

Employees are not only more mobile than before, but they are also more discerning about mobile working. The flow of information from person to person should be maintained regardless of workplace or working hours and without losses in functionality or security. The enaio® web client and mobile DMS app from OPTIMAL SYSTEMS for iOS and Android do justice to the strategic importance of mobile work as never before. Location-independent access means that employees have the information they need anytime and anywhere – when travelling, at client meetings, during service calls – worldwide, around the clock. Practical function extensions for offline use/flight mode allow productive work even when you are flying or have no network connection. The new version 8.0 makes working on the road a pleasure – enaio® is easier, more flexible and more mobile. ■



Intuitive enaio® user interface



The Swiss federal administration chooses Billexco

The Swiss federal administration has been a member of the Billexco community since the beginning of June 2014. As a result, around 80 administrative units can now also receive invoices as PDF files. The goal of the federal administration is to receive as many electronic invoices as possible in order to realize the benefits of increased efficiency.

www.billexco.com

RAPID GROWTH

SERVICE

Invoice exchange in the online community



“Billexco – The billing exchange community” is an international online community that companies can use for simple and secure exchange of invoices in PDF form, while ensuring that statutory provisions on deduction of input tax are observed. Normal PC infrastructure is sufficient for participation: a computer with Internet access, a PDF reader and, for parties issuing invoices, the ability to save files in PDF format using, for example, Microsoft Office or a free program. Any company can register online in minutes and is then immediately able to participate. Any member can invite any other member as an invoice issuer or receiver. In order to prevent misuse, however, a relationship is not created until the member being invited confirms the invitation.

Invoice issuers can use the Billexco website “www.Billexco.com”, email or SFTP (for large numbers of invoices) to upload their invoices. Billexco then digitally signs the PDF files to make them legally valid. Invoice recipients are informed by email. They can then download their invoices from the Billexco website for further processing. Direct receipt by email and downloading via SFTP are also possible. For security, all uploads and downloads are protected using 256-bit SSL encryption.

Billexco offers a variety of subscriptions to optimally address different needs with respect to service and invoice volume. The price plans are presented in detail on the Billexco website. In general, the price for sending an invoice is in all cases less than the equivalent cost of postage for a paper invoice.

The network

Billexco has been operating since 2010 and has grown rapidly since then – at rates of 30 to 50% a year! Around 7,000 members are currently registered, including 200 large companies, such as Alpiq InTec, Charles Vögele, Mobiliar, Pilatus Aircraft, PwC (PricewaterhouseCoopers) and Swiss, to mention only a few. Following an initial phase in which many members only maintained relationships with their respective customers or vendors, the concept of a community is now developing its full potential and has created a true network of around 16,000 relationships at present. ■

Keywords

BILLEXCO'S CUSTOMERS INCLUDE:

- ❖ ALPIQ INTEC
- ❖ CHARLES VÖGELE
- ❖ COFELY
- ❖ KUONI TRAVEL
- ❖ MANOR
- ❖ MOBILIAR
- ❖ PILATUS AIRCRAFT
- ❖ PLANZER TRANSPORT
- ❖ PWC
- ❖ ROMANDE ENERGIE
- ❖ SWISS FEDERAL ADMINISTRATION
- ❖ SWISS INTERNATIONAL AIRLINES

Sector

All

Products and Services

Receipt of PDF invoices

Introduction

2010



SERVICE

Keywords

5,000 LINGUISTS
140 LANGUAGES

Products and Services

Translation Management Software

Introduction

1989

LANGUAGE: THE KEY TO UNLOCKING PROFIT

Connecting the world – from the heart of Europe



As one of the most prosperous countries in the world, Switzerland's reputation as a world-class business location is also grounded in the national passion for quality. Nothing but the best is good enough in a country which is dedicated to remaining on the leading edge of globally competitive economies.

And this is an economy which is right at the heart of the lines of communication between international businesses. Globalisation is an unstoppable force, giving rise to more and more transnational activity and interaction. All of which means that translation has become a vital tool: the key to profit growth for companies of all sizes operating in Switzerland.

Speaking your customers' language

The old adage 'Everyone speaks English' is no longer true or relevant – if it ever was. In today's global economy, where the Internet is increasingly central to growth, communicating with your customers – and, even more importantly, your potential customers – in their own language is not just a nicety, but a must.

With a 30-year track record in Switzerland, RR Donnelley now offers clients across the nation a world-class translation service, at the heart of which is a uniquely powerful, flexible translation management system that will help you both save and make money.

Established in 1989, RR Donnelley Language Solutions has grown to become one of the leading language solutions providers worldwide, serving 96% of the world's Fortune 1000 companies. With expertise and considerable experience in a wide range of sectors, including retail, travel, life sciences and manufacturing, we give our clients access to over 5,000 professional linguists.

An outstanding solution to help you stand out

Standing out in an increasingly cluttered marketplace is a big challenge – and in an increasingly globalised marketplace, can also be a sizeable headache. To build a brand image and corporate voice that will remain distinctive and consistent across borders is a complex task, demanding an in-depth understanding of the linguistic and cultural nuances of any given country.



We have built our language solutions around this challenge. As well as managing the translation of printed and web-based communications materials, we use proprietary language technology, complemented by expert language services, to give you an all-in-one, state-of-the-art package.

Total translation

Our highly skilled translators speak more than 140 languages and dialects between them, and many are also experts in specific industry sectors.

These professionals are adept in ‘total translation’ – translating your message not only accurately, but also in a way that takes into account the subtle nuances present in every language. It is these cultural nuances that can make the difference between simply delivering information and generating real engagement with your target audience.

The MultiTrans tool: the simple solution to a complex process

The engine that powers our uniquely powerful solution is our pioneering modular translation management system, MultiTrans. Developed at our technology and translation expert centre in Ottawa, Canada, it is one of the top three of its kind in the world (based on the TMS Live 2014 Ranking by Common Sense Advisory).

Translation is a complex process, involving a huge number of variables. The MultiTrans tool is designed to simplify that process. And because one size does not fit all, it offers a fully flexible modular solution that is customisable to all sizes and types of business. In other words, it is built around your organisation, to meet your exact needs.



The benefits at a glance

How it works

MultiTrans manages, secures, automates and audits your entire translation process in a way that’s tailored to your specific goals. It connects all your translation assets, procedures and contributors, providing clients, project managers and linguists with customised user interfaces.

One of the many joys of using the MultiTrans tool is that it is easy to use, delivering hassle-free management and fully customised control of each translation project from start to finish.

The system handles data migration seamlessly – and then goes one important step further. Thanks to unique translation management technology, it retains previously translated content in a client-specific database and, over time, while simultaneously improving translation quality.

In short, MultiTrans consistently delivers the benefits you’re looking for, right across your translation supply chain – saving you time, money and hassle and freeing you up to focus on growing your business.

And to complete the picture, our client service and technical teams are on hand to give you one-to-one support whenever you might need it – 24/7/365, wherever you are in the world. ■

A look at the figures

- ❖ 85% of internet users are not English speakers
- ❖ Estimated UK annual losses resulting from a monolingual approach: £48 billion

More information

For more information about how RR Donnelley Language Solutions can help you unlock your full potential, please visit our website at:

www.rrdonnelley.com/language-solutions

SWICA

SWICA is one of the leading health and casualty insurers in Switzerland – with around 1.3 million policyholders and 27,500 business customers – offering its customers long-term financial security and optimal medical treatment in the case of illness, accident or maternity.

www.swica.ch



CASE STUDY

Keywords

ELECTRONIC MAILROOM
COMMITMENTS TO COVER COSTS
MEDICAL INVOICES

Sector

Health insurance

Products and Services

Digitizing, classification and OCR

Introduction

2014

SWICA DIGITIZES ALL INCOMING MAIL

SWICA is one of the largest healthcare insurers in Switzerland. Naturally, providing service to some 1.3 million policyholders requires extensive correspondence. The volume of incoming mail now stands at more than 4 million paper documents per year. This includes invoices from doctors and hospitals, commitments to cover treatment expenses and many other items.



In order to manage this huge flood of paper efficiently, SWICA has commissioned RR Donnelley to create a mailroom for it that will receive, digitize and classify incoming mail. By the time the processed documents are delivered to the relevant SWICA employee, they will have already been assigned to the customer in question and integrated seamlessly into existing processes.

The entire process can be broken down into several steps:

- 1.** Paper correspondence received by the field offices is presorted by employees. Medical invoices (invoices from hospitals and physicians) and commitments to cover expenses are sent to RR Donnelley in Urdorf by mail. For the time being, all other documents will continue to be processed in the field offices. As the project proceeds, i.e. as soon as the mailroom has the capacity to process all types of documents, this presorting will no longer be necessary. At that point, all letter mail will be sent directly to the mailroom, the process will be further optimized and the employee workload will be reduced.
- 2.** The mailroom will digitize paper documents and process them using OCR software. The key steps here will be recognizing the document type (such as “commitment to cover expenses”) and the policyholder. As a rule, the identity of the policyholder will be determined from the number and/or name on the document. In order to improve the success rate and the quality of the results, the recognized data will be compared with a database of policyholders.



3. A PDF file containing the associated image and an XML file with the extracted information will be generated for every document. These files will be transferred to a server at SWICA, where they will then be available for further processing. Based on the document type and the policy number, every document will be assigned automatically to the relevant process, where it will be linked to additional information. RR Donnelley's mailroom will ensure that all documents received in the morning are processed and transferred to SWICA on the same day. Once the respective retention periods specified in ISO guidelines have expired, paper documents will be destroyed and access to the digital data will be monitored, significantly improving data protection.

The systems are designed to "learn" to recognize document types based on the documents received. This will ensure not only a high recognition rate, but also the seamless integration of new types of documents. With an average of more than 15,000 documents per day, some isolated issues do arise. These are recognized automatically and can be classified by specially trained SWICA staff, without any special handling of the paper documents being required.

The mailroom is being introduced gradually from November 2013 and, in future, will process all of SWICA's written correspondence. The initial phase dealt only with invoices and commitments to cover costs. By the time the project is finished, the remaining document types will be added and incoming digital correspondence – such as email – will also be integrated. ■

THE "SWICA" PROJECT

MR. LEWERING, AT FIRST GLANCE, THE SWICA MAILROOM LOOKS LIKE A VARIATION OF SIMILAR SOLUTIONS THAT RR DONNELLEY HAS ALREADY IMPLEMENTED FOR OTHER CUSTOMERS. WHAT IS SO SPECIAL ABOUT THIS PROJECT?

Stephan Lewering: First of all, SWICA is a diverse organization with an extensive regional network. Until now, the individual field offices receive their mail directly. Simply reorganizing and then digitizing incoming mail presents a huge organizational challenge. Further challenges include the need to get SWICA employees involved through relevant awareness campaigns, the need to document processes, and much more. The way the associated change in SWICA's culture has been accepted and implemented is exemplary.

TO WHAT EXTENT HAVE YOU BEEN ABLE TO BUILD ON EXISTING STRUCTURES AT SWICA?

Of course, for our project to be successful, SWICA's processes had to be redefined and documented. A positive side effect is that, again and again, we have managed to take advantage of opportunities for improvement. For example, we have introduced a multistage validation process to improve data quality. Occasionally, our employees do not possess the in-depth knowledge necessary to assign the correct document type to a specific document. In such a case, along with the information we have already

collected, the document is sent to a specialist at SWICA who will complete the classification process.

This happens right at the start of the document processing, thereby guaranteeing optimum data quality for a seamless workflow throughout the entire process chain.

THE MAILROOM ONLY HANDLES CONVENTIONAL INCOMING LETTER MAIL. HOW WILL YOU DEAL WITH THE CONSTANTLY INCREASING VOLUME OF INCOMING ELECTRONIC DOCUMENTS?

The mailroom project is continually being expanded. We are gradually adding additional document types. Digitizing paper mail is only the first step. Incoming digital documents, such as online forms or emails, also have to be classified. All incoming documents are therefore incorporated into a systematic solution, regardless of content or medium.

HAVE YOU ALSO COME ACROSS UNEXPECTED PROBLEMS OVER THE COURSE OF THE PROJECT?

Not really. Of course, every project has its share of unexpected issues. But thanks to close, imaginative cooperation within the project team, this has never been a problem. Incidentally, this is precisely because the project plan makes ample provisions for dealing with contingencies. A wise approach when treading new ground. ■

INTERVIEW



Stephan Lewering, Project Manager at RR Donnelley

Stephan Lewering has been appointed as Project Manager for the implementation of SWICA's mailroom. He is responsible for coordinating RR Donnelley workflows relating to the project plan and SWICA's organizational processes.

Alpiq InTec

The Alpiq InTec Group has around 4,600 employees and operates in the areas of building technology, facility management, energy supply technology and transport technology via more than 80 locations distributed throughout Switzerland. Around 1,200 employees have to examine and approve invoices.

www.alpiq-intec.ch



CASE STUDY

Keywords

400,000 INCOMING INVOICES
12,000 VENDORS
14 COMPANIES
80 BRANCH LOCATIONS

Sector

Energy service

Products and Services

Multi-channel invoice receiving
Accounts payable workflow
Archiving

Introduction

End of 2012

LESS WORK. MORE MONEY IN THE BANK

What used to take 20 days can now be done in 5 – with annual savings in the 6-figure range. Alpiq InTec has automated its invoicing process.



As with many mid-sized businesses, invoicing has been mostly a manual process, even at Alpiq InTec until recently. Over 300,000 invoices from around 12,000 suppliers arrive by mail each year at around 80 Alpiq InTec locations across 14 companies in Switzerland. Today we process over 400,000 invoices, and that number is rising. “The processing costs were simply too high. Errors would creep in during data entry and handling reminders was inefficient. Paper invoices often led to additional inquiries at the branch locations and, in some cases, these had to be re-requested from suppliers. There was also no central access point and multiple copies would circulate through different departments”, says Heinz Rhyner, Head of Finance and Accounting for Alpiq InTec Group, in a summary of the earlier situation. He calculated that under the old system the company missed out on substantial opportunities for early payment discounts – a strong argument in favor of finding a new solution.

External and internal view

To develop the system specifications, Alpiq InTec turned to an external expert. To the question of whether he would do this again in hindsight, Heinz Rhyner responds with an unequivocal “yes”. “The outside perspective of the processes, needs of the departments and the soft factors was valuable and moved us forward more quickly in many respects”, he explains. He also notes that the composition of the team and support of management were critical to the success of the project. Another factor that required early consideration was which new responsibilities the employees in Administration could take on once a major aspect of invoice processing was no longer necessary.

“We made a point of getting people from the operating area on board. They were familiar with the day-to-day challenges of handling supplier invoices. They could ask the right questions and provide



important information and gain the support of their colleagues for the change”, Heinz Rhyner explains. He points to the latter above all as a decisive factor for the acceptance of a new solution: “Unless we can be sure of this, the risk of failure is high”, he says.

Getting started

The project was kicked off with three one-day workshops held over ten days. The focus of the first day was on project objectives and scope as well as the enterprise, content and document management system, success factors and potential obstacles. Issues related to make-or-buy strategy and archiving were also discussed, solution scenarios were developed, and a list of requirements for the top 10 bidders was created. On the second and third days, the focus turned to refining the solution scenarios, clarification of key questions, finalizing the project specifications and a definitive selection of potential solution providers. Ultimately, a total of eight providers were invited to present possible solutions, from which four were selected for further consideration and two received the final award.

Two heads are better than one

Alpiq InTec’s decision to choose a combination of two service providers, Swisscom IT Services and RR Donnelley, was not only based on finding the best fit and most flexible solution. It also offers security because both companies have the ability to provide the total solutions package on its own. Both are also well-established in the market and have the appropriate credentials. Additionally, Alpiq InTec will benefit from the combined strengths of the two companies. “With the offers that were developed for us, we also had the assurance that we were establishing the right partnerships”, notes Heinz Rhyner, and he adds: “That is an important factor in IT projects. It relates to both the solution as well as the provider. That’s proven itself.” Swisscom and RR Donnelley have worked well together from the start and coordinated their efforts with each other. Each focuses on its part while also ensuring that the interfaces run smoothly – even though our original inquiries were made with them separately. It became apparent in the course of the evaluation that this combination was the best solution.

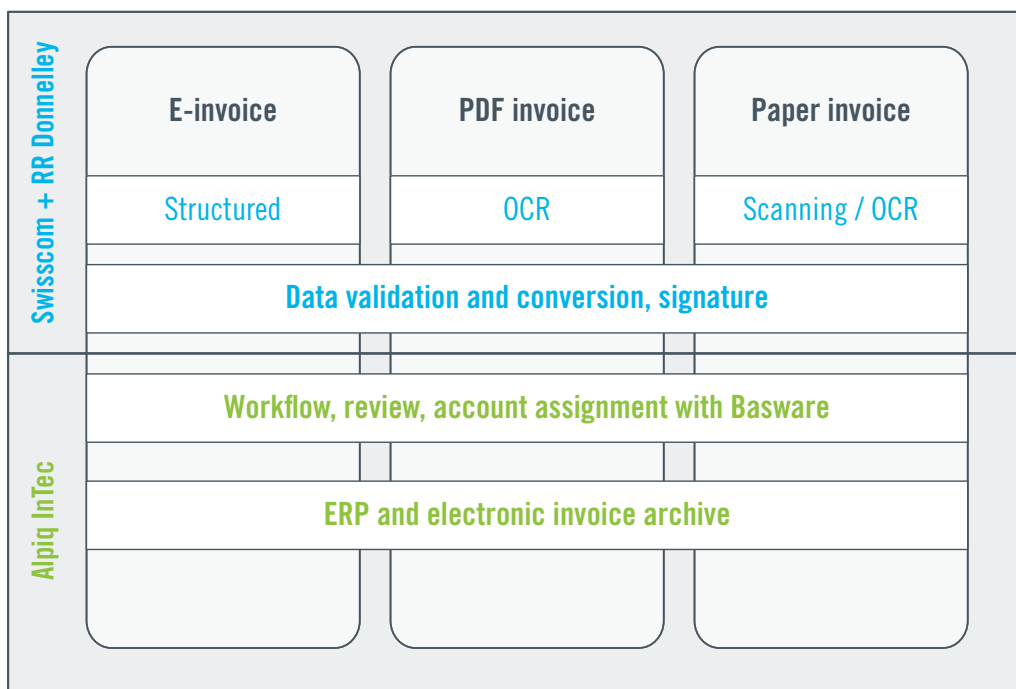
Three input channels, one process

Electronic, PDF or paper: For all three input channels, invoices are transferred in compliance with legal requirements to the automated processing system (see diagram below). Employees receive an email notification when there is an email to be checked. By clicking on an embedded link, they access the invoice, which has already been validated, directly through the workflow tool. They can then complete the account assignment and either release the invoice or, if it requires the electronically stored internal approval process, forward it to the appropriate place. The next step is the automated transfer for payment to the ERP system, followed by transfer to the archive. Since the introduction of this system, only an electronic archive is still in use, which is an additional cost saving.



„We wanted a unified invoice processing system with clearly defined goals throughout the entire Alpiq InTec Group. And that is what we have.“

Summary by Heinz Rhyner, Head of Finance and Accounting for the Alpiq InTec Group



Three input channels, one process



In summary: A successful introduction

In addition to the communication that accompanied each phase of the project, Alpiq InTec produced an employee video in which the CEO personally pointed out the advantages for the company and explained the details of the new invoice processing procedure in a simple, understandable training module. Suppliers were also informed and can find detailed information about billing addresses and channels as well as reference information required on the invoice on the website at www.alpiq-intec.ch/e-invoicing.

In 2013, around 380,000 supplier invoices were processed. Of those, 10 percent were processed electronically, 5 percent as PDF and 85 percent were paper. The goal: Paper-based invoices will make up less than 50 percent by 2016. ■

THE “ALPIQ INTEC” PROJECT

THE TASK

Electronic processing of 400,000 creditor invoices annually – from receipt to payment

SOFTWARE

- ❖ Basware (invoice workflow)
- ❖ OPTIMAL SYSTEMS (archive system)

THREE INPUT CHANNELS

- ❖ Paper invoices at RR Donnelley scanning center
- ❖ PDF invoices through the invoicing portal Billexco.com
- ❖ E-invoices through Swisscom trading platform Conextrade

PROJECT LENGTH

8 months

RESULTS

- ❖ ROI in less than 12 months
- ❖ Supplier invoices processed within 5 days
- ❖ Process is fully verifiable and documented
- ❖ Audit-proof archive with direct access from SAP at the document level
- ❖ Controlled, uniform invoice flow and release process
- ❖ Substantially lower processing costs and more efficient procedures ■



Dear Business Partner,

Thank you for your confidence, loyalty and valuable cooperation.

The economy is constantly changing and it is good to know that we can count on reliable partners.

We look forward to continuing to use our knowledge and experience for you in the future!

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