

Elior

Food service provider speeds payment to suppliers with EMC Captiva invoices solution

Benefits

- Captures more than 900,000 invoices annually, with a validation time of no more than one second per invoice
- Reduces errors and speeds payments to suppliers, saving Elior from late payment fees and penalties
- Automatically builds a knowledge base for recurring invoices at a speed of greater than 30,000 documents per hour
- Has enabled Elior to achieve a complete return on investment within just 15 months

Business overview

Elior is the third-largest contracted food service provider in Europe and the market leader for contracted food services in France. The group provides contract catering services in the business, education, healthcare, and residential sectors, as well as providing concession catering at airports, railway stations, and exhibition centers.

Challenges

Elior processes more than 4.5 million invoices annually from suppliers all over Europe. The suppliers have very demanding terms, often requiring payment in just ten days. Elior's accounting department had difficulty processing all the invoices quickly enough and began incurring late payment fees.

In an attempt to speed invoice processing, Elior implemented an electronic data interchange (EDI) system. However, the system did not solve Elior's problems as hoped. While it did succeed in reducing some supplier payment delays, due to the high implementation cost and the complexity of deploying the system, Elior had to limit EDI processing to just 12 percent of its suppliers. Furthermore, in order to comply with legal archiving requirements, Elior's accounting department had to manage paper invoices.

Realizing a paperless process could not be achieved, Elior needed a solution to speed the processing of paper invoices, which still accounted for the majority of invoices received.

EMC solution

Elior selected the EMC® Captiva® invoices solution to gain productivity by accelerating invoice processing time, to reduce the flow of paper between and within departments, and to obtain additional accounting data from invoices. The Captiva invoices solution is advanced technology that combines document scanning, intelligent information capture, and automatic export to enterprise resource planning (ERP) and financial systems.

"After an in-depth analysis of similar solutions on the market, we chose the Captiva invoices solution for its technical capability, ease of implementation, user-friendly interface, and most importantly, its ability to easily connect to our SAP® enterprise resource planning system," said Rémy LeBlanc, main project manager at Elior.



With the solution, supplier invoices are scanned upon arrival in Elior's mailroom. Regardless of whether the invoices are hand-written or machine printed, there is no need for any pre-sorting. The Captiva solution automatically recognizes and classifies the documents, extracts all the relevant information including invoice date, total amount, purchase order number, and supplier information, and exports the data directly into Elior's back-end SAP system.

“The EMC Captiva invoices solution proved really easy to use, but most importantly, we have directly increased our profitability by \$150,000 a year for a single investment of less than \$200,000.”

Rémy LeBlanc, Main Project Manager, Elior

Business profile

Elior

The third-largest contracted food service provider in Europe and the market leader for contracted food services in France

Industry

Food service

Geographies

Europe

Business solution

AP/AR processing/invoicing

EMC products

EMC Captiva invoices solution

Deployment summary

Elior uses the solution to capture more than 900,000 invoices annually, with a validation time of no more than one second per invoice. The solution automatically builds a knowledge base for recurring invoices at a speed of greater than 30,000 documents per hour.

The solution utilizes advanced technology and built-in business rules to ensure the accuracy and reliability of the extracted information, thereby preventing errors normally associated with manual processing. Once extracted, information is provided to the necessary people within a matter of a few hours.

Summary

Utilizing the EMC Captiva invoices solution at its French operations facility, Elior now captures more than 900,000 invoices annually, with a validation time of no more than one second per invoice. By automating the capture of paper invoices, Elior has reduced errors and sped payments to suppliers, saving Elior from late payment fees and penalties.

The solution automatically builds a knowledge base for recurring invoices at a speed of greater than 30,000 documents per hour. For non-recurring invoices, the solution performs free-form analysis of the text to extract all relevant information. Most importantly, Elior achieved a complete return on investment (ROI) within just 15 months.

“The EMC Captiva invoices solution proved really easy to use, but most importantly, we have directly increased our profitability by \$150,000 a year for a single investment of less than \$200,000. On the strength of this success, we now hope to deploy the solution at our subsidiaries in Italy, Spain, and the United Kingdom,” concluded LeBlanc.

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To learn more about the EMC Captiva invoices solution, visit www.EMC.com or call 800.607.9546 (outside the U.S.: +1.925.600.5802).