

GBS Success Story

BPA Solutions A/S extends its own software product with compliance-ready, intuitive workflow management of GBS Workflow Manager

GBS Workflow Manager

The company

BPA Solutions A/S is an IT service provider based near Copenhagen, Denmark. For over 20 years, BPA Solutions A/S has been working together with organizations on the optimization of their business processes, supporting companies from a variety of industries such as insurance, retail, transportation, manufacturing, and wood. The well-founded experience of

the BPA employees enables the successful automation of administrative business processes in already existing process landscapes. Supported systems include, for example, SAP, Aspect 4, TIA, Microsoft Dynamics C5, Microsoft Dynamics NAV, Microsoft Dynamics AX, or Infor M3.

The challenge

Many BPA Solutions A/S's customers wanted to automate the approval process for incoming invoices – for both cost-based and/or purchase order-based invoices. The companies' accounting departments often spent an unnecessary amount of resources to register, verify and approve suppliers' invoices. This was an enormous effort, especially when all information from the invoice had to be manually entered in the existing ERP system and the approval process was paper- or email-based.

"This problem gave rise to the idea of using GBS Workflow Manager as the basis to develop our own solution for automating data collection from the invoices and the approval process", reports Kim Rudbeck, CEO of BPA Solutions A/S. "The invoice solution, based on GBS Workflow Manager, has actually led to faster invoice approval, reduction in human resources and a real-time overview of the entire process in the financial department."

"With the GBS Workflow Manager, we have found a solution that has enabled us to enhance our own invoice receipt solution with a comprehensive and user-friendly workflow function."

Kim Rudbeck, CEO of BPA Solutions A/S

The Solution

BPA Solutions A/S uses the GBS Workflow Manager as part of its solution for verification of incoming invoices. In addition to the extensive functionality of GBS Workflow Manager, BPA Solutions has developed additional functionalities to simplify the integration with leading ERP solutions and enable users to make an advanced account specification with full validation against the accounting system's set of accounts.

"It was important that the solution could be integrated into the existing ERP system of the respective BPA Solutions A/S customers. Moreover, most of our customers use Microsoft

Office and a Microsoft Windows operating system, so we had to take this into account too," said Kim Rudbeck, CEO of BPA Solutions A/S. For the purpose of integration, BPA Solutions A/S has developed some system components by itself. These components transfer the incoming invoices in PDF format as well as the metadata in XML format to the GBS Workflow Manager via the REST interface of the GBS Workflow Manager and initiate the processes there. This solution has already been successfully implemented by a number of BPA Solutions A/S customers.

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EDIflex Invoice, the solution from BPA Solutions A/S, enables automated, efficient and secure reading of the incoming invoice data, regardless of whether the invoice is received in PDF or paper. The invoice data is extracted from the paper and email-based invoices and converted into a standard EDI invoice format, which can be easily imported into the ERP solutions for automatic registration. At the same time, the invoice initiates a business process in the GBS Workflow Manager, which ensures strict adherence to the company rules for approving invoices. The user is notified by email if there are invoices waiting for approval and possibly account specification. A URL included in the email leads the user to the browser-based GBS Workflow Manager user interface, where he can select and approve invoices. An additional add-on for advanced account specifications helps the user by making account suggestions or displaying personalized account lists. After successful approval, the data from the incoming invoice is automatically transferred via an interface to the ERP system in the company.

The benefits

The implementation of the solution results in enormous savings, because the faster an invoice is released and paid, the better it is for companies. In particular, they benefit from attractive discounts and rebates from their suppliers, thus saving part of the invoice amount. Another huge benefit is the real-time monitoring: The solutions also help to monitor the status of the invoices and it is easy to find an invoice if there is a need for it. "The software-based solution for process optimization saves time in the financial department. The greatest impact is that the

The interfaces between the invoice capture solution EDIflex and the GBS Workflow Manager as well as between the GBS Workflow Manager and the ERP system were developed by BPA Solutions A/S using the extensive integration capabilities of GBS Workflow Manager.

"We were originally looking for a powerful workflow solution based on the IBM Domino platform. Over time, most companies in the Scandinavian countries have switched to Microsoft platforms. So, it was convenient that the GBS Workflow Manager also runs on a web application server independently of IBM Domino," says Kim Rudbeck. For BPA Solutions A/S it was also important that the workflow solution have an open RESTful interface that could transfer data and start workflows from other systems. In addition, a so-called low-code platform had to be used, which is based on recognized standards such as BPMN 2.0. Furthermore, it was important that a customized two-tier filing structure of the files could be supported together with a metadata structure.

companies can ensure the compliances of the invoice approvals, due to the implementation of the four-eyes principle at different stages," says Rudbeck with satisfaction. Often, an invoice must be approved by several persons, e.g. to prevent fraudulent activities. In summary, GBS' Workflow Manager significantly speeds up all invoice processes and ensures complete transparency, traceability and the creation of a stringent set of compliance rules.

The future

And that's not the end, because BPA Solutions A/S is equipped for the future, thanks to the interface to Microsoft SharePoint and Microsoft Office 365 provided by GBS Workflow Manager. More and more companies in Denmark are switching to Microsoft Office and are using Microsoft SharePoint in either the online or the on-premise version. BPA Solutions A/S also plans to extend its new robotic process automation solution (RPA)

with functionalities from the GBS Workflow Manager. This will enable employees to work more efficiently thanks to additional digital workforce, eliminating most of the manual data-driven processes. Instead of this, software automatically takes over the tasks that employees would otherwise have to perform. A great benefit is that the GBS Workflow Manager enables to handle the user-driven tasks and the robotics-centric tasks in one solution.