

LUXURY HOTEL CHAIN BILDERBERG

basware

Simplify Operations. Spend Smarter.

CUSTOMER:

Bilderberg

INDUSTRY:

Hotel & Hospitality

LOCATION:

Netherlands

BASWARE SOLUTIONS:

- Invoice Automation
- e-invoice receiving

EFFICIENCY HAS GONE THROUGH THE ROOF. OVER THE PAST 100 YEARS, THE DUTCH HOTEL CHAIN BILDERBERG HAS BUILT A REPUTATION BASED ON PERSONAL ATTENTION AND PROFESSIONALISM.

HOSPITALITY LEADER BILDERBERG UPGRADES TO BASWARE

Bilderberg hotels are situated across the Netherlands, in beautiful, often wooded locations. Their aim is to ensure that every stay - whether for business or pleasure - is a remarkable experience. As a small hotel chain, Bilderberg can offer a very personal set-up compared with their larger competitors in the Netherlands.



BEFORE INVOICE AUTOMATION & E-INVOICING

It is not surprising that a hotel chain of this size - and

with this emphasis on service - has many food and non-food suppliers. These suppliers submit around 40,000 invoices each year.

Bing Váhl explains: "Until recently, our seventeen hotels independently ordered their products from regular or local suppliers. Then, the invoice was sent to the hotel which placed the order.

There, it was manually entered into SAP. In other words, while administration was decentralized, payments were centralized from our head office in Renkum."

Bing Váhl continues: "To achieve greater efficiency and better

SMOOTH IMPLEMENTATION

quality we decided - as part of our corporate reorganization - to automate the invoicing process. With so many hotels, chances are that an employee might assign an invoice to a different spend category than his colleague at another hotel would. This essentially makes it impossible to accurately compare anything. Additionally, our purchasing department didn't have a good overview of hotel purchases - and this had to change."



PROJECT SCOPING

The seeds of change were

sown, but which steps should one take first? Should changes begin with automating the purchasing department, or is it more important to first work on the finance department? Who handles the roll-out? Which implementation partner and solution are the best matches? And how do you choose the solution that will most satisfy employees?

Stéphanie van der Stelt, Manager Finance Accounting & Control

explains: "We had long wanted to move to digital invoice processing, but ultimately it was an apprentice who got us to take the first step. All in all, we had approximately 40 colleagues working at the various hotel locations who were responsible for invoice processing. We had several meetings where we discussed the centralization of our invoice processing. Slowly, the transition project began to take shape."

ICREATIVE + BASWARE = THE CLEAR CHOICE

Bing Váhl explains: "We had to decide where to start: it was not only an issue of invoices - we also needed to take the automation of the purchasing department into account. Do we start from purchasing, or from payment?

Do we do everything at once, or in stages? During this part of the journey we spoke with four companies, including Basware partner ICreative. I knew Basware from earlier, when it was already a major brand in accounts payable automation."



"Why did we choose ICreative in the end? The ease of the Basware solution turned out to be one of the deciding factors. When you enter into a major change, you don't want to deal with cumbersome, overly technical systems. All invoices need to enter the same workflow as soon as possible. And then there were all the other questions: Is it expandable? In the longer run, can we do our purchases via Basware? What are the costs? Is the program maintenance friendly? Plus the crucial condition: is the new solution compatible with our current SAP system? ICreative offered by far the best solution for our needs."

SMOOTH IMPLEMENTATION

Once the decision to go with ICreative was made, a Basware expert visited Bilderberg's head office to explain the solution in detail. Stéphanie van der Stelt states: "It's nice that somebody explains the system in detail, but can you work with it yourself? The answer is yes. Its user-friendliness, in particular,

was phenomenal. Installation went well and was successful. A dedicated project manager, assisted by a technical consultant, helped us get used to the new program."

"After installation, we trained all hotel employees in electronic invoice receiving and invoice validation. We now have an accounts payable department of three employees all working with Basware - the most advanced software on the market. We are very proud that we are one of the first businesses in the Netherlands to use it."



INVOICES RECEIVED CENTRALLY

With the new solution, suppliers send their invoices to the email address of one of the seventeen hotels. These invoices arrive at the head office in Renkum, where they enter the Basware system. Then, the hotels are notified that an invoice is ready for approval. Bing Váhl explains: "Everything is now centrally received and

processed. The only decentralized activity is approving the invoices. We changed over in 2014 and everything is now going smoothly. It may change even more when purchasing is added to the solution. Adding purchasing allows you to approve an invoice during the order, which eliminates discrepancies."

80% E-INVOICES AND GROWING

In the past, all Bilderberg hotels received 90% of their invoices via regular mail. Today, they receive 80% of invoices electronically. Of course, there is the hope that in the future all invoices will be paperless. Annually, this adds up to thousands of invoices, including accompanying line items. These invoices are received and coded by line item automatically. They are automatically routed to the correct workflow.

Bing Váhl comments: "Ideally, all our suppliers would send 100% e-invoices. However, we often receive one-off invoices that are generated when hotels make purchases on their own

initiative. That is something we have to limit. 100% Paperless is possible in principle, but not in our industry. There will always be paper invoices in the hotel industry, but we aim to minimize them. Going paperless saves us a lot of work - and reduces the opportunities for error that come with that work."

COST REDUCTIONS & EFFICIENCY GAINS

Bilderberg now has much more insight into what each of their hotels is doing. Stéphanie van der Stelt points out that "We have far more control over what happens in our hotels. The number of full-time employees (FTEs) has been significantly reduced, and we have a lot more visibility into what we are paying. Invoices are now easier to track, as we can see exactly where in the organization an invoice is. In short, costs have been reduced and efficiency has gone through the roof. Even though some employees had to get used to the new way of doing things, everybody is now satisfied with the system, including its ease of use."



80%
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- Stéphanie van der Stelt,
Manager Finance Accounting
& Control

NEXT STEP: EPROCUREMENT

The first part of the transition at Bilderberg - moving to a digital invoice handling process - has been completed. But do Stéphanie van der Stelt and Bing Váhl intend to get more out of Basware? Bing answers affirmatively: “Purchasing will be the next stage of the project, as increased efficiency in this part of our organization is very important. We have also already had a look at Basware Analytics. We are considering whether we want to add this capability over the long run, as it offers many

advantages. Implementing this means we can get even more from Basware, but this will take place in stages.”



BILDERBERG

ABOUT: BILDERBERG

Bilderberg hotels have been providing the best possible service for 100 years. Personal attention, expertise and outstanding locations make every stay a wonderful experience, whether you are traveling for leisure or business purposes. Their 18 hotels are in splendid locations all over the Netherlands. Some are in lively city centers, while others are immersed in the peace and quiet of nature. Wherever you choose to stay, you can count on a unique experience.



ABOUT: ICREATIVE

ICreative is the Dutch Purchase-to-Pay and integrated document flow specialist that serves multinationals, national companies and institutions. ICreative does this with market-leading solutions from Basware and Kofax.

ABOUT BASWARE

Basware is the global leader in providing purchase-to-pay solutions, e-invoicing and innovative financing services. Basware's commerce and financing network connects businesses around the globe. As the largest open business network in the world, Basware provides scale and reach for organizations of all sizes, enabling them to grow their business and unlock value across their operations by simplifying and streamlining financial processes. Small and large companies around the world achieve significant cost savings, more flexible payment terms, greater efficiencies and closer relationships with their suppliers.

Find out more at:

WWW.BASWARE.COM

