

# AnyDoc®INVOICE drastically cuts processing time for LeasePlan AG

## Customer Profile

LeasePlan is the world's largest automobile fleet management company, with over 1.25 million vehicles under management.

## Business Situation

LeasePlan AG (Switzerland) processes over 100,000 invoices each year in three languages. The complexity of the invoices and the very time consuming control process presented a real burden for the company.

## Solution

Today, AnyDoc®INVOICE takes care of the complex business rules to control LeasePlan's invoices while their employees focus on their core competence – saving money for their customers.

## Benefits

- » Faster invoice control
- » Increased responsiveness to customers and suppliers
- » Lower processing costs
- » Higher employee satisfaction

### »CASE STUDY

LeasePlan N.V. is the world's largest automobile fleet management and finance company. The Netherlands-based organization was formed in 1963 and now manages 1.25 million vehicles, with a total investment over 9.5 billion Euros (approx. \$12.5 billion). LeasePlan employs 7,000 representatives in 26 countries.

LeasePlan AG (Switzerland), a wholly-owned subsidiary, has provided services to its customers since 1986 and was the first Swiss SWS ISO9001:2000 certified company to specialize in auto fleet management. Now, more than 900 Swiss companies trust LeasePlan AG to manage and finance their fleets. The division oversees more than 20,000 cars today.

With such an impressive inventory to manage, LeasePlan AG tackles mountains of invoices related to their business transactions. In fact, their office in Dietikon processes over 100,000 invoices (in three languages) each year. Many of these invoices are quite complex and difficult to process. They needed an automated solution to the manual processing of data from the invoices. They found that solution in AnyDoc®INVOICE.

## Business Situation

LeasePlan AG enjoys a high level of customer satisfaction, due to their cost control and the service they provide. They offer up-front costs for each vehicle they service. No guessing and no hidden costs. The customer knows at the on-set the maximum price they will pay for the service and maintenance of each vehicle. Their customers even have control of this cost through access to LeasePlan AG's secure Internet site.

The company takes pride in the knowledge and experience of its staff. Customers appreciate this as well, since it affects the level of service they receive from the company. This service includes a thorough cross-checking of car fleets with their invoicing, performed by experts in their field. LeasePlan AG keeps a tight control on its maintenance and repair charges. One-hundred percent of any cost savings realized through invoice inspection is passed on to the customer.

These invoices became a problem for LeasePlan AG, however. With 22,000 vehicles on contract for lease services and maintenance, the company receives roughly 100,000 related invoices per year. Each invoice has to be checked and applied to the right car. Next, service items are controlled and applied to different cost codes, then the invoice is approved and released for payment. Prompt payment is critical to guaranteeing customer satisfaction the next time a customer makes a visit to the repair shop. Therefore, invoices have to be processed quickly.

Each of these invoices must be processed for data retrieval and storage for entrance into two systems – the IBM AS400 (for auto fleet management) and Compendium InfoStore (for document archiving and workflow). Many of the invoices contain multiple pages, and within many of those pages are critical data. As a result, between 250,000 and 300,000 invoice pages require processing each year at the LeasePlan AG office.

The sheer volume of processed pages is daunting enough, but their inconsistency adds to the burden. As a Swiss company, the office receives their invoices in three languages. Invoice size and structure is not consistent. And, last but not least, invoices often come in a rainbow of colors. These quirks, coupled with the volume of incoming invoices, made it difficult for LeasePlan AG staff to manually process them with the quick turnaround they require.

Annual local road taxes and car insurance were particularly troublesome invoice types. Road tax invoices are issued by the canton where a car is registered, and a separate invoice is issued for each car in a fleet. All 20,000 of these invoices arrive at LeasePlan AG at the same each year.

Each road tax invoice has to be controlled, assigned to a specific vehicle, and approved and released for payment. Since so many invoices arrive at once, other LeasePlan AG employees tasked with different duties have to help out with processing. This shuffling of staff adds to the increased burden for the whole organization.

More difficult and time-consuming were car insurance invoices. Complexity, not volume, was the sore spot with them. Each car insurance invoice consists of 30-50 pages of crucial details pertaining to multiple cars. These invoices take a lot of time to process. Each car listed on the invoice is cross-checked manually against LeasePlan AG's database, and each insurance type is handled separately for every car.

"Using AnyDocINVOICE, [processing invoices] is now done within minutes instead of days."

– **Marco Miglioli, Manager of Insurance, LeasePlan AG**

But that's just the beginning. Marco Miglioli, LeasePlan AG's Manager of Insurance, explains what happens next. "At the end of this time-consuming process, we had to manually re-calculate the corresponding insurance amount by properly applying the national insurance stamp tax for each car. Very often, we knew only after several days of checking if an invoice could be paid or if it should be returned to the insurance company for a new invoice."

And even when it was over, it wasn't over. "At the end of the process, thousands of line-item details had to be manually keyed into our expert system to track the precise cost of each car by insurance type," Miglioli says.

LeasePlan AG needed relief from the tedious process that drained it of time, resources and ultimately, cost.

## Solution

Relief came to LeasePlan AG with AnyDocINVOICE, a powerful data and document capture solution from AnyDoc® Software, Inc., of Tampa, Florida. AnyDocINVOICE facilitates the automated processing of virtually any type of invoice, thereby nearly eliminating the need for manual processing.

Particularly helpful for Lease Plan AG was the solution's ability to handle any invoice type they worked with, regardless of its shape, structure or language.

AnyDocINVOICE gets its power from AnyApp™ technology, which relies on customizable business rules to determine what type of data the software needs to locate and extract. As opposed to software solutions that process data in static locations on structured forms, AnyDocINVOICE determines, based on these business rules, what data to process regardless of where it may be located from one invoice to the next.

This has been a remarkable time-saver for LeasePlan AG. Miglioli elaborates: "Before using AnyDocINVOICE it took us days to control a single invoice. Each car listed in the invoice had to be manually cross-checked against our database and each insurance type had to be handled separately for each car. Using AnyDocINVOICE, this very time-consuming process is now done within minutes instead of days. This enables our employees to focus on their core competencies and to take care of special customer requirements or to negotiates better deals for our customers."

AnyDocINVOICE has helped productivity return to normal, as well. As Miglioli explains, "AnyDocINVOICE also enables us to process all road tax invoices in a timely manner without the help of people from other departments, which relieves them as well. Last but certainly not least, our customers now have almost instant access to the latest cost factors of their car fleet thanks to AnyDocINVOICE."

Fortunately, the implementation of AnyDocINVOICE into LeasePlan AG's structure was an easy transition. As Patrick Bächthold, Manager of IT at LeasePlan AG, states: "AnyDocINVOICE is already used successfully by many other LeasePlan companies, which made the implementation in Switzerland even faster. AnyDocINVOICE was easy to integrate into our existing IT Infrastructure and was operational very quickly."

Bächthold was impressed not only with the seamless transition, but with the power behind AnyDocINVOICE, as well – and with the specific way it has helped

his company. As he says, “I’d like to emphasize AnyDoc’s outstanding AnyApp technology incorporated into AnyDocINVOICE. Our business model requires that each car repair shop and each gas station can be a potential supplier of LeasePlan. Our vendor base is defined mainly by our customers and where their car users are located in the country, so a vendor consolidation – as performed by other businesses – is very difficult for us to achieve. Our vendor base changes and expands constantly, which is why only a highly sophisticated freeform solution was ascertained to us.”

With such a transient vendor base, LeasePlan AG would not have been served well by a standard, template-based forms processing product – one that expects the same data to be found in the same location on the same form. With the wide array of invoices they receive from their rotating vendor base, they needed a truly pliable solution to meet their ever-changing needs.

Bächthold explains why that solution would not have worked for them. “Defining and maintaining templates for our vendors simply would have moved the workload from the expert departments to the accounting department, but it would not have provided us with the operational improvements we were looking for.”

AnyDocINVOICE’s benefit to LeasePlan AG went beyond avoiding the workload shuffle, however. As Bächthold says, “AnyDocINVOICE – especially its ability to automatically extract relevant data from detail lines and automatically performing cross-checks against our IBM DB2 database – delivers us with the process improvement we expected.”

So how did AnyDocINVOICE fare with LeasePlan AG overall? As Bächthold boldly declares, “AnyDocINVOICE exceeded our expectations in every way!”

## Benefits

### » **Faster invoice control**

Prior to AnyDocINVOICE, LeasePlan AG spent days to process invoices. Road tax invoices in particular drained not only time, but resources away from the company to insure they were processed as timely as possible. After implementing AnyDocINVOICE, all invoice processing is now done in minutes instead of days.

### » **Increased response to customers and suppliers**

The sooner an invoice is processed, the sooner payment is made. With invoice processing time cut dramatically, suppliers and car repair dealers are paid sooner, and customer vehicles are back in commission promptly.

### » **Lower processing costs**

Manually processing such a high volume of invoices takes a considerable amount of labor resources devoted to this task. By automating the processing, these labor hours can be better spent in other areas.

### » **Higher employee satisfaction**

Even with nearly 300,000 pages to process each year, LeasePlan AG employees are no longer intimidated by the task. AnyDocINVOICE has cut it down to size. Employees recruited from other departments to help process road tax invoices are ecstatic that they no longer have to do the task, thereby immensely lightening their work load.

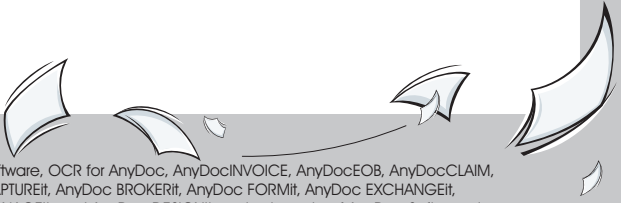
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