

With AnyDoc®INVOICE™, Hotelplan Increases Efficiency in its Accounts Payable Department

At A Glance

HOTELPLAN

Industry

Travel

Customer Profile

The Hotelplan group is the tour operator with the highest revenue in Switzerland. Worldwide, the corporation has 4,000 employees.

Challenge

To optimize the cost-effectiveness of the accounts payable department, Hotelplan evaluated a new archive solution. The company decided to automate the entire process of handling incoming invoices to improve business processes.

Solution

From scanning to delivering data into the ERP system, AnyDocINVOICE ensures all processes in the accounts payable department run in a connected overall system. For Hotelplan, AnyDocINVOICE is an important link in the chain of automated processes that has led to a marked increase in efficiency.

Benefits

- More efficient accounts payable department saves valuable time and money
- Integrated solution automates the entire process for handling incoming invoices
- AnyDocINVOICE's compatibility with existing systems optimizes automated processes
- Automated data entry saves valuable time
- High OCR recognition rate eliminates the need for manual intervention
- Paperless data archiving eliminates the need for physical storage space
- AnyDoc provides reliable support with a low cost of ownership

Hotelplan AG is an international company in the tourist industry. It was founded in 1935 by Gottlieb Duttweiler, who also founded Migros, one of Switzerland's largest supermarket enterprises. The main activity of the 100 percent Migros subsidiary is the organization of holidays and trips and sales thereof using the company's own network of selected travel agency partners. Additionally, a significant part of the packaged holiday flights in Europe and overseas are handled by the company's own holiday airline Belair.

The Hotelplan corporate group includes different companies abroad in England, Italy, France and Spain. The international holiday home agencies Interhome and the Internet-specialist Travelwindow AG are also part of the Hotelplan group. With the takeover of the Travelhouse group in 2006, Hotelplan advanced to become the tour operator with the highest revenue in Switzerland. The group has annual sales of approximately 1.8 billion Swiss francs and handles more than two million passengers. Worldwide, the company employs 4,000 workers.

Hotelplan Switzerland operates over 120 travel agencies in Switzerland and works with around 1,000 independent travel agencies. Hotelplan Switzerland also operates seven Business Travel Centers to handle the needs of business travellers.

Increased efficiency in the accounts payable department

The large network of branch offices, business units, partners, suppliers and customers poses a special challenge for the bookkeeping department of Hotelplan Switzerland. To optimize the cost-effectiveness of the accounts payable department, Hotelplan began evaluating a new archive solution. In the bookkeeping department, a digital archive had been a dream for some time. It quickly became clear that the optimal solution would consist of a digital archive with OCR data recognition and business workflow. The corporation had the clear objective of converting the entire process of receiving, processing and archiving invoices to a completely electronic process.

Karl Bertschinger, SAP support manager and responsible project manager says, "Of all evaluated solutions, AnyDoc Software GmbH with AnyDocINVOICE was the one that best met our requirements." Hotelplan's project team felt that they were understood from the very beginning. In the joint workshop, AnyDoc's experienced and well-prepared specialists immediately focused on the core problems and presented the corresponding solutions.

AnyDocINVOICE reached the quantitative targets set by Hotelplan without a problem. An average of 700 documents with complex position data to be captured are processed every day.

Economic advantages due to integrated system

In several fields, the requirements regarding the quality of the document entry and processing were quickly met by the system after a brief introductory phase.

Hotelplan has optimized the entire process from the time the invoice is received until the payment is made. For this project, the accounts payable department reached a very high IRR (Internal Rate of Return) of approximately 22 percent.

The travel group receives invoices from all over the world in many different languages. The invoices have complex position data that often relate to different customers. The AnyDoc solution captures the names from these invoices and books the data to the corresponding customers. In contrast to many competing products, AnyDocINVOICE has no problem with analyzing and properly allocating data from horizontal (table) rows.

Travel insurance invoices are also processed by AnyDocINVOICE. After processing, the composition of the amount, consisting of the insurance premium and the commission for the Hotelplan branch, is always clearly recognizable and analyzable at a glance.

For all invoices, AnyDocINVOICE correctly allocates the different VAT rates and takes this into account in the check sum. The check sum is an additional verification measure that can uncover different mistakes, such as calculation errors.

Good integration with third-party systems

From a business management perspective, it makes sense to decide on a solution that can be easily integrated into existing systems. That is why Hotelplan found a suitable business partner in AnyDoc Software. From scanning to delivering data into the ERP system, all processes run in a connected overall system with the new solution. At Hotelplan, AnyDocINVOICE is comprehensively integrated into the overall solution with Open Text.

Due to the very positive experience with AnyDocINVOICE, Hotelplan has started a project to integrate the inter-company settlement from the tour operating department. In this case, optimal use is to be made of the possibilities of the AnyDoc solution to implement RFC interfaces. RFC interfaces allow for a direct communication between AnyDocINVOICE and SAP.

In the area of tour operating purchasing, a good connection to SAP is very important since many invoices from abroad lack clear order or customer identifiers. The communication with the SAP system allows for the correct allocation of the data to the corresponding supplier. Because the invoices are unstructured and often in low quality print (the invoice may even be handwritten), the use of an especially intelligent scanning software is necessary. AnyDocINVOICE offers the ideal freeform solution.

Reliable support from A to Z

During both the introductory phase and live operation, AnyDoc offers Hotelplan continuous and competent support. "The collaboration with AnyDoc Software GmbH is very pleasant," says Karl Bertschinger, Hotelplan's responsible project manager. "The people at AnyDoc understand how to meet the actual needs of the customers."

The manager of the Finance and Accounting department, Lucas Truttmann, is also very satisfied with the services provided. "The specialists at AnyDoc clearly show what's possible and what isn't. That is how the promises that were made can really be kept," Truttmann says. "The professional working method of the company leads to a very positive and constructive project collaboration," he confirms.

What can we do for you?

Want to learn how AnyDoc Software can impact your organization?

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