

How Intersafe went  
from labor-intensive to  
touchless invoice processing

# The Company

Intersafe is a market leader in occupational health and safety products and services. With a wide range of solutions they offer everything organizations need to ensure a safe working environment and healthy employees, including personal protective equipment, risk analyses and certification. Intersafe is part of the Lyreco group and runs international operations from its locations in the Netherlands, Belgium and France. Its shared services center in Dordrecht processes around 50,000 supplier invoices each year.

Despite this centralization, the invoice management process used to be completely manual and very resource heavy. This resulted in inefficiencies and lack of insight. Medius was asked to transform invoice processing to a touchless, efficient and transparent process.

# The old way of processing invoices



We had to prepare for the future and increase our invoice processing capacity. It was the perfect opportunity to make a long-held wish come true.

François Dieleman, Group Controller at Intersafe

Management recognized that the invoice processing procedure was becoming obsolete. Every morning invoices were printed and then manually processed and distributed for approval. Not only was the system time-consuming and labor intensive, there was a lack of visibility and efficiency.

François Dieleman, Group Controller at Intersafe, explains: "The old process made it difficult to find out which suppliers were experiencing problems and where delays were arising.

We sometimes lacked the data to substantiate problems with invoices or to take concrete action. We needed a fast and efficient process that offers better information and insight."

There was also another more immediate need for process automation, Dieleman continues: "Intersafe became part of the Lyreco group. With this change we expected a large increase in the number of invoices. We did not have the capacity to process these manually, so it was time to find a solution."

# Looking for an intuitive solution

Intersafe found the solution in its collaboration with Medius, which has extensive experience with automation journeys and integration capabilities with M3 ERP systems. The application's ease of use was another decisive factor in choosing Medius. François Dieleman elaborates: "Ease of use is a hard requirement for us. Some employees have been working at the AP department for a long time.

They are used to certain processes. Ideally, we wanted everyone to be enthusiastic about the new solution, so it is very important to make sure the tool is easy to use for everyone. In that sense, [Medius AP Automation](#) resembled our existing process. This really helped with the acceptance of the new tool!"

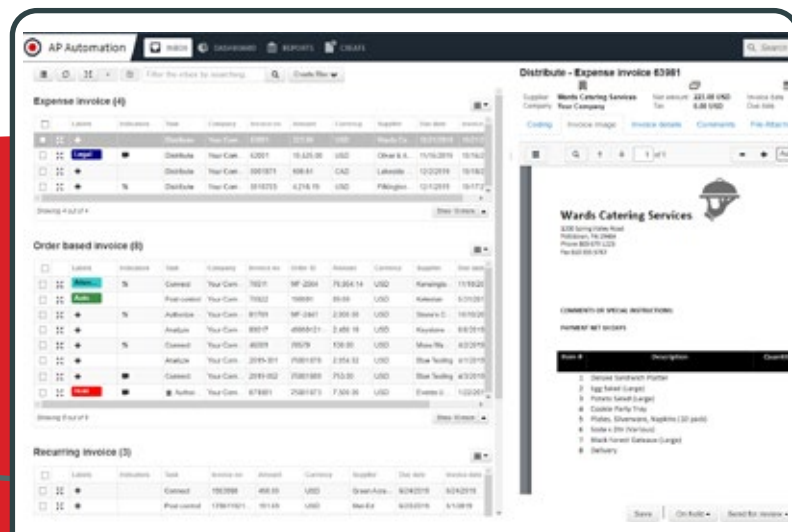


# Develop, test, train

Medius AP Automation was implemented gradually. The journey consisted of three phases that were reiterated continuously: development, testing and employee training.

"This phased implementation approach avoided a big bang both in terms of our employees' training and the actual go-

live in early 2021. To avoid all risks, we first went live in the Netherlands to remove the initial problem areas before we implemented the solution for our French administration. Even though we had to complete most of the implementation with Medius remotely, it went well."



# The result: **55% touchless invoice processing**

"The Medius solution has really boosted our invoice processing process. Within six months, our touchless invoice processing rose from around 40% to over 55% of all invoices. As a result, the stacks of paper invoices the department had to deal with have gone down significantly. This gives our finance staff time to take on more action-oriented work and to challenge each other to resolve any supplier problem areas."

In François Dieleman's opinion, the solution's biggest advantage is the organization's quick acceptance and positive response. "Initially, people cast a critical eye on the new tool and process, but they soon became really enthusiastic. It is great to see how easy it is for people to understand the new system and how quickly they saw that it is faster and more organized than the old process."



Initially, people cast a critical eye on the new tool and process, but they soon became **really enthusiastic**.

François Dieleman, Group Controller at Intersafe



# A process that is **as hands off as possible**

According to Francois Dieleman, the way forward is clear. "We want at least 70% of our invoice processing to be touchless. Implementation is one thing, but now we have to use the new tool in the most optimal way. That is why we now want to focus on the further improvement and optimization of our invoice

processing, so that we can also make those last percentages touchless. We have the advantage that we already have a good understanding of where problems tend to occur for each supplier and therefore where we can make improvements. We keep pushing forward."



# About Medius

Managing AP and finance should be about strategy, not stress. You shouldn't have to sift through endless emails, PDFs or paper to get invoices confirmed, coded and paid, so you can (heaven forbid) go home. You shouldn't have to scramble to pay suppliers and keep them happy or cross your fingers no surprises land in your inbox that jeopardize the numbers you've presented to the boss and the board. You shouldn't have to worry about a fake invoice subjecting you to fraud. And you certainly shouldn't have to fret about finding a solution that is actually a solution - one that doesn't add expensive consultants and costs instead of speed and simplicity.

Let's replace all that worry and wondering with calm and confidence. Medius links all of AP together - from invoice capture and processing all the way through payment. With one look at a demo, you'll see how Medius takes you beyond basic automation and minor improvements to let Artificial Intelligence (AI) do most of the work for you, so you can get done, go home and rest easy. You'll know exactly what's paid, what's pending, and that your forecasts are spot on. And you won't have to worry about implementation and ongoing administration costs, because you'll start seeing the value immediately and the innovation won't stop. To learn more, visit [medius.com](https://medius.com).





[www.medius.com](http://www.medius.com)

© Copyright 2023 Medius. All rights reserved.

The information contained in this document is general in nature and provided as reference material only.

This document is furnished as is without warranty of any kind. Specifications are subject to change without notice.