

## Case Study

# Outsourcing invoice capture saves Dalkia €200,000 per annum

Dalkia

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Ricoh provides a tailored Invoicing Services solution for Dalkia. Intelligent data capture allied to automated processing has improved the integrity of Dalkia's financial data. The elimination of time consuming manual processes has released resource and is saving the company €200,000 per annum.

## The Challenge

Dalkia, Europe's leading energy service provider, manages more than 100,000 energy facilities on behalf of its clients. The company implements tailor-made eco-efficient solutions that save money, reduce emissions and release manpower. Dalkia employs more than 50,000 people in 42 countries and, in 2010, had a turnover of €8.6 billion.

The company's Spanish operation is enjoying rapid growth with new customers benefitting from managed energy services. The growth in business has led to a corresponding increase in back-office administration. The accounts payable department has, for example, seen a massive increase in the volume of supplier invoices.

Manual processing of supplier invoices was stretching the company's internal resource. Basic processing - recording invoice data, filing copies and acknowledging receipt - took an average of 5 minutes per invoice. With 10,000 invoices to process, the company was wasting 800 man-hours every month, the equivalent of 3.5 full-time employees!

Recognising the constraints imposed by processing invoices internally, Dalkia looked for a more effective solution. The objective was to release resource and save money by externalising manual processes. The new partner would be expected to provide a fast and effective managed service capable of meeting future growth in Dalkia's business.

## Ricoh's Solution

Like Dalkia, Ricoh provides managed service solutions. A flexible approach means that customers can migrate their entire invoice process, or parts of it, to Ricoh's Invoicing Services. Ricoh provides a tailored service, processing all supplier invoices for Dalkia and presenting essential information in an easily managed electronic format.



## Customer Objectives

- Outsource manual processes
- Conserve internal resource
- Focus on added value activities
- Speed invoice turnaround
- Reduce process costs

## Results

- €200,000 annual saving
- Equivalent of 3.5 FTEs released
- Increased productivity
- Fully scalable solution
- Robust cloud-based archive



## Scalable service. Secure archive

Ricoh provides Invoicing services for a number of blue chip organisations across Europe. With extensive managed service facilities already in place, Ricoh was easily able to accommodate Dalkia's invoice volume. All inbound invoices are now forwarded directly to Ricoh's shared service centre in Madrid for processing.

In the service centre, Ricoh operatives scan Dalkia's supplier invoices, making digital copies and recording invoice data. The use of intelligent software simplifies capture. Key fields, such as the supplier name, invoice number, date and invoice value, are automatically recognised, extracted and recorded. Missing data is manually validated.

Having captured invoice data, Ricoh transfers it to Dalkia for upload to the company's purchase ledger system. Digital copies of the original invoices are also made available via the Ricoh cloud. Once the invoices have been successfully uploaded to the cloud, Ricoh sends an automated acknowledgement to the originator confirming receipt.

## Customer Services

Ricoh provides a managed end-to-end service for Dalkia. Automated processing eliminates human error and ensures that invoice data is accurately recorded. Supplier invoices are lodged within Dalkia's purchase ledger system within 24 hours of receipt, ensuring that an accurate and up-to-date record of liabilities is available to management.

As Dalkia's purchase ledger clerks no longer waste time inputting data and filing invoice copies, they are able to make more productive use of their time. Same day automated acknowledgement of invoice receipt has reduced the number of supplier phone calls and, with digital copies instantly available from the cloud, enquiries are quickly answered.

At current volumes, outsourcing manual processes to Ricoh is estimated to have released the equivalent of 3.5 full-time employees, saving the business approximately €200,000 pa. Ricoh's solution is fully scalable. As Dalkia's business grows and supplier invoice volumes increase, Ricoh can absorb the growth without Dalkia needing to increase headcount.

An additional benefit for Dalkia is that Ricoh maintains an archive of supplier invoices. The archive is readily accessible - via the Ricoh cloud - and securely backed up, protecting business continuity in the event of disaster. Ricoh is the only provider in the sector to achieve the ISO27001 standard for information security on a worldwide basis.

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*Implementing Ricoh's invoicing service required no capital investment. With Ricoh able to flex its existing facilities to accommodate our business, we only pay for the services that we use. Our business is growing and, in Ricoh, we know that we have a partner capable of growing with us and meeting our future business needs."*

Spokesperson for Dalkia

## Benefits

- Managed service
- 24 hour turnaround
- Automated acknowledgement
- Faster access to financial data
- Improved accuracy

## Ricoh solution

- Tailored invoicing solution
- Managed off site service
- Automated processing
- Manual validation
- Digital cloud-based library