



## Cobega Trusts OpenText for Invoice Automation

OpenText Vendor Invoice Management *for SAP® Solutions* digitises certified vendor invoices

### Industry

Consumer products

### Customer

**COBEGA**  
S.A.

### OpenText Partner

**stratesys**

### Business Challenges

- Operational inefficiencies in invoicing processes
- Overabundance of paper documents
- Expensive manual processes
- Difficult to apply standardised company-wide policies regarding invoices

### Business Solution

- OpenText Vendor Invoice Management *for SAP® Solutions*
- OpenText Invoice Capture Center *for SAP® Solutions*

### Business Benefits

- Optimisation and acceleration of the invoice handling process
- Improved quality of transactional data
- Quick access to content and information required for managing vendors
- Reduction in costs associated with managing the process
- Reduction in costs by eliminating the need for paper documents

Cobega Group, an organization that bottles and sells products of The Coca-Cola Company, serves 96.3 million people in 14 countries and operates 21 production plants, creating employment for approximately 8,500 people. In 2009, it sold 9.1 billion drinks and achieved a turnover of 1.416 million euros. Cobega is the largest of the three Cobega Group business units, which also include the Equatorial Coca-Cola Bottling Company and Nuevos Negocios.

The business unit Cobega, with 1,350 employees, strives to be one of the best bottling companies of the Coca-Cola system in the world and to continue to set the standard in the Spanish business community, both in terms of corporate policies and excellence in business management and talent management. To this end, Cobega has developed a strategy based on the following principles of action: profitability and leadership, quality and service, industrial and logistical efficiency, incorporation of the best available technology, management of talent and cultural model, and responsibility as a corporate citizen.

### Inefficient invoicing process

The Finance department at Cobega identified a set of operational and efficiency improvements in the procedure for managing the approximately 50,000 paper invoices they receive each year. Invoices from more than 14,000 of its vendors fall under EHA Order 962/2007, which regulates the legal destruction of paper invoices. Cobega decided to implement a scalable, multi-business solution that was fully integrated with SAP and optimise the management, approval, and accounting of vendor invoices while complying with regulations on certified digitisation.

### SAP and Stratesys for functionality and experience

OpenText Vendor Invoice Management *for SAP® Solutions* was chosen together with its capture module OpenText Invoice Capture Center *for SAP® Solutions* and SAP NetWeaver Process Integration for the greater functionality it offers compared to other solutions and for its integration with Cobega's IT platform, which include EFG System and HIJ Management. Stratesys, an SAP Competence Partner of OpenText, was selected for its experience and reputation with this type of solution, was selected for its experience and reputation with this type of solution, assimilating the project approach that Cobega wanted, and the quality of the proposed team.

For the solution at Cobega, Vendor Invoice Management *for SAP® Solutions* is used to automate recording processes, exception management, invoice approval and analysis processes, and vendor management, while Invoice Capture Center *for SAP® Solutions* is used as the platform for carrying out Optical Character Recognition (OCR) on legalised invoices. Cobega also uses Legal Snap Scan, software for scanning, legalising, and sending legalised invoices from user scanner posts to Invoice Capture Center *for SAP Solutions* for subsequent processing and OCR. IBM Content Manager is used to store legalised invoices and as a documentary





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repository stored by SAP Enterprise Resource Planning Central Component (ECC). SAP NetWeaver Process Integration is the Integration platform used to implement transfer scenarios for legalised factors from scanners to SAP ECC.

The main objectives of the project were to incorporate a certified digitisation solution, eliminating the need for paper, and to optimize the process of managing invoices within SAP Enterprise Resource Planning. Cobega wanted to enable the legal destruction of vendor invoices received in paper format, simplify and optimize workflows for approving and managing invoice exceptions, apply standardised company-wide policies and criteria to manage these documents, have quality information on time to facilitate decision making and anticipate risk, improve efficiency by automating and streamlining processes, eliminating tasks without added value, and facilitate the control of financial costs and the volume of business managed by entities.

### Solution improves functional processes

This project affects the whole of Cobega, although it is most relevant to the Vendor Finance and Accounting department, which is the main user of the solution.

The solution implemented in Cobega covers the following functional processes:

- **Digitisation process:** The digitisation process begins by placing invoices in the approved scanner and ends when the certified digital invoices are stored in the documentary repository. The main characteristic of this process of digitisation is the certification (long-term signature) of the invoice, which means the paper invoice can be destroyed. The process means that the image obtained is a faithful reproduction of the invoice placed in the scanner.
- **Process for the extraction and validation of invoice data:** Once the invoices are stored in SAP, they are automatically sent to Invoice Capture Center for SAP Solutions for OCR, and their status is updated so the user at the workstation can validate them. The process of OCR is transparent for the user, who views only the result for the purposes of validating the invoice and adding to the data extracted.

### ▪ Exception resolution and accounting process in SAP:

Once the invoices have arrived in Vendor Invoice Management for SAP Solutions and have passed the validation stage, the system opens a workflow that finishes by recording correct invoices or, if they are incorrect, refusing them with the form for returning it to the vendor. Depending on the type of invoice, it will go through a series of validations, and if any of these are incorrect, a user will state the action to be taken.

- **Notifications of pending items:** During the workflow process for an invoice, the system reminds the user that there are tasks pending. There are also specific views for tasks that have been pending for a long time, and notifications are sent to managers if a task is taking too long.

The automation process begins with the first step, which is when the user scans the invoice, legalises it, and sends it to SAP. Once this process has been completed, the paper invoice can be destroyed, as the digital invoice is now a legally recognised document. Invoice data obtained by means of OCR is sent to the system automatically, eliminating the need for manual data entry by users as well as the errors this can produce and the additional work required.

Once entered automatically into SAP, the automatic workflow begins the system, which is accessed by the “purchase order issuer”, “purchaser”, or “authorizer” and any Cobega employee involved in putting the invoice through the full cycle until it is recorded or refused. The approval/validation messages are sent automatically to the inboxes of users who wish to carry out an action on an invoice and are able to view the invoice at any time during the process so that workflows can be started without waiting for a piece of paper to circulate around the company.

### Benefits of the OpenText solution

The team at Cobega has realized many business benefits to this solution, and one of the most important is the new flexibility it allows employees. The automation of repetitive tasks streamlines activities and frees up human resources for tasks with greater added value. “Since the project was implemented, we have gained in efficiency

in our department; we don't have to enter all the invoice data, just validate them, and we don't have to worry about where we are going to store the next lot of invoice files," explains Javier López from the CST department (Vendor Accounting) at Cobega.

This adds to the already significant savings found in the elimination of paper for internal processes, resulting in savings on copies and transfer costs, as well as expenditure on storage afforded by the certified digitisation process.

The capacity to control all approval and internal management processes for vendor invoices in the long term has also improved. This includes invoices from the different organisational entities of the group for the benefit of decision-making.

All processes are now standardised and the uniform processing of activities in the system facilitates auditing, training, and assistance tasks.

Data integration from various areas in communal repositories has expanded, thus avoiding duplication of information as well as incoherence. This also improves communication and coordination between various departments in processing the same data or workflows.

Cobega has also seen an improvement in scalability. The system is based on a standard solution that can be extended in future to new companies and, in terms of defining processes, quickly and simply. This minimises the costs of on-going maintenance and ensures a return on investment associated with the project in the company. "All the components implemented are standard and integrate natively with our ERP, and they are scalable and cover the functional/operational requirements of our users," says Ignacio Echevarría, Director, Beganet (a Cobega IT company). "These are basic pillars to ensure return on investment in the project."

### Single system meets all requirements

Overall, the team at Cobega is satisfied to have found a solution from OpenText that provides a single system to cover all of their requirements. The integration with SAP ECC makes it possible to switch to an exceptions-based working model anytime they require it, and they have immediate availability of the information required for the process. The scalability of the solution, both in terms of volume and companies, provides security as well as a



path to the future, and Cobega now has the ability to eliminate the use of paper. Roque Juan Gómez, Finance and Admin Personnel, summarises by saying, "The success of the project has enabled us to monitor the whole workflow generated during vendor invoice processing, which has given us a simple way of obtaining information about inefficiency and has helped us to take the right corrective action."

## stratesys

**STRATESYS CONSULTING** is a professional services firm that, since its creation in 1997, has been involved in the execution of many consulting projects targeted to create business and technological solutions (mainly based in the functionalities of the SAP Platform) for leading companies. Currently they have over 130 active clients. Stratesys is an Open Text Select Partner of the Open Text Partner Program for SAP Competence.

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