



The logo for BIA Group, consisting of the letters "BIA" in a bold, white, sans-serif font, set against a dark blue square background.

**Moving
mountains
together**

Customer Case:

BIA Group implements digital Invoicing with Dynatos

BIA Group, a known leader in the mining equipment supply industry, embarked on a journey of digital transformation, driven by the need for efficiency and standardization in their operations. Frederik Verstraeten, SAP Solutions Manager and responsible for their ERP system SAP within the company, shared insights into the challenges and successes of this transformation. With 13 years of experience at BIA Group, he sheds light on their transition from paper-based processes to a streamlined digital system in (for now) Belgium and the Netherlands, powered by Dynatos.

Challenges and Pain Points

In 2012, BIA Group faced a challenge – the absence of a centralized ERP system. Some countries were working with no ERP system at all, or they simply differed from country to country. This required intense Change Management which happened in Belgium and the Netherlands. This Change Management ended only in 2021.

Their business spanned multiple entities across Belgium, the Netherlands and Africa, with varying degrees of digitalization.

Because of the giving pressure they felt from Europe, Belgium and the Netherlands jumped on the automation train. The goal was to standardize their operations and get all entities on the same system: SAP. The next steps are digitizing and automating as much as possible.

This was no small task. And considering 70% of their invoices are coming from Africa, where some operations are in remote mining sites hours away from the nearest city, a lot more can be done.

Digital Invoicing with Dynatos

One of the significant challenges was adapting to the changing landscape of digital invoicing. With an increasing number of customers requesting digital invoices, BIA Group transitioned from their former provider, to Dynatos in 2019. The reason for that was especially the Change Management. Dynatos ensured and provided good support in this regard.

Furthermore, the Dynatos platform was proven to be very user-friendly. Frederik almost doesn't need to follow up ongoing business, whilst this was the opposite with the former provider.

And ofcourse, there's the government's mandate to use Peppol for invoicing, particularly for public institutions.

Initially met with skepticism, the transition to digital invoicing has now become the norm. Nearly 95% of invoices in Belgium and the Netherlands are sent digitally, a significant improvement from the initial 10% years ago. The recent legislative changes will soon push the remaining 5% to embrace digital invoicing as well.

The transition also holds promise for further improvements, as Peppol allows better tracking of outgoing invoices. The plan is to extend this to incoming invoices and become a Peppol recipient.

Solution Evaluation and Selection

BIA Group began by implementing SAP to unify their operations. This move facilitated standardization and allowed for a common process across all entities. The change management process was essential in ensuring employees across various sites could seamlessly transition to the new system.

The next step in their digital transformation was the adoption of digital archiving to minimize paper usage and streamline document management. They created a dedicated module to synchronize with SharePoint, making it easier to manage attachments and customer purchase orders.

Key Results and Benefits

95% of all invoices in Belgium and The Netherlands are digitized

Great change management from Dynatos

User-friendly platform compared to their previous partner

Peppol tracks both incoming and outgoing invoices



"Embracing change with Dynatos' support, we recognize the value in their platform for identifying Peppol-ready clients.

While transitioning from PDF to digital invoicing presents challenges, the benefits lie in reading intermediary steps and workload relief.

We acknowledge the stability and strength of our partnership, ensuring a lasting collaboration in the ever-evolving landscape."

- Frederik Verstraeten
SAP Solutions Manager

Future Prospects

Although the majority of digital invoicing right now is focused in Belgium and the Netherlands, BIA Group plans to expand their digital initiatives in Africa. Big challenges they face there are the perception of digital invoices not being legally recognized in certain countries, and the need to provide a physical delivery note alongside invoices.

To address these issues, BIA Group is considering further integration of digital tools and processes. They're exploring automating order confirmations and are looking to expand the use of Peppol. To make this transition smoother and more efficient, they believe having all digital tools integrated into one platform, like the Dynatos Routty platform, will be crucial.

BIA Group's digital transformation journey serves as an inspiring example of how an industry with traditionally low digitalization can adapt to the changing landscape. By embracing digital archiving, digital invoicing, and future integrations, BIA Group is well on its way to becoming a more efficient, streamlined, and eco-friendly organization.

Contact Dynatos to discover how our solutions, services, and technologies actively enhance your financial processes. Reach out now to schedule a live demo of our Intelligent Finance Automation solutions.

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