



Manufacturing

BIA Group implements digital Invoicing with Dynatos

BIA Group, a known leader in the mining equipment supply industry, embarked on a digital transformation journey 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 had 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 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 following steps are digitizing and automating as much as possible. This was no small task. Considering that 70% of their invoices come from Africa, where some operations are in remote mining sites hours away from the nearest city, much more can be done.

Solution Evaluation and Selection

BIA Group began by implementing SAP to unify its operations. This move facilitated standardization and allowed for a standard process across all entities. The change management process ensured employees across various sites could seamlessly transition to the new system.

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

Digital Invoicing with Dynatos

One of the significant challenges was adapting to the changing landscape of digital invoicing. With



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

Frederik Verstraeten, SAP Solutions Manager

increasing customers requesting digital invoices, BIA Group transitioned from its former provider to Dynatos in 2019. The reason for that was mainly 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 on ongoing business, while this was the opposite with the former provider.

And, of course, 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, significantly improving from the initial 10% years ago. The recent legislative changes will soon push the remaining 5% to embrace digital invoicing.

The transition also promises further improvements, as Peppol allows better tracking of outgoing invoices.

Results and benefits for BIA Group

- ✓ 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

The plan is to extend this to incoming invoices and become a Peppol recipient.

Future Prospects

Although most digital invoicing is currently focused in Belgium and the Netherlands, BIA Group plans to expand its digital initiatives in Africa. Significant challenges they face 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 integrating digital tools and processes. They're exploring automating order confirmations and looking to expand the use of Peppol. To make this transition smoother and more efficient, they believe integrating all digital tools into one platform, like the Dynatos Routty platform, will be crucial.


BIA Group's digital transformation journey is 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 enhance your financial processes. Reach out now to schedule a live demo of our Intelligent Finance Automation solutions.

What can we do for you?

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www.dynatos.com  +32 34 43 12 00  info@dynatos.be

 Veldkant 35D, 2550 Kontich, Belgium

