Pharmaceutical

Febelco's automated invoice overhaul

Increasing efficiency and accuracy in Belgium's largest Pharma Wholesaler

Febelco, Belgium's largest pharmaceutical wholesaler, faced significant challenges with its manual invoice processing system. Seeking automation to reduce workload and increase accuracy, Febelco partnered with Dynatos to implement the invoice capture solution and the Routty system.

image: www.febelco.be/

Iris Goethals, Application Support Specialist, and Dieter Lauwers, IT Project Lead at Febelco, played pivotal roles from the onset of this complex transition. Although the project faced initial challenges, it ultimately led to significant enhancements in efficiency and accuracy, paving the way for future digital transformations.

Diagnosing the issue

Febelco's manual invoice processing involved line-by-line checks, coding, and data entry into their accounting software. This labor-intensive process required seven full-time employees and was prone to human error. The growing volume of invoices highlighted the inefficiencies and the need for automation to maintain scalability without proportionally increasing the workforce. Febelco is currently processing approximately 240.000 invoices on an annual basis, utilizing several streamlined workflows to ensure effi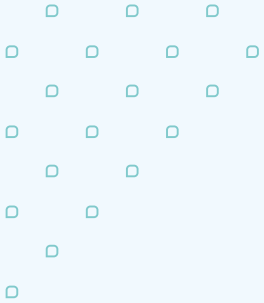cient and accurate management. This extensive volume necessitates robust systems and procedures to handle the various stages of invoice processing, from receipt to finalization. These workflows are meticulously designed to optimize processing times, reduce errors, and maintain compliance with financial regulations. Implementing these diverse flows underscores Febelco's commitment to operational excellence and ability to handle substantial financial transactions seamlessly.

Initiating the treatment

Febelco selected Dynatos for their expertise in digital financial transformations. The implementation of the Routty system, along with AP Essentials for invoice capture, had its first results in September 2020. The system stabilized over time as custom logic and adaptations to Febelco's specific requirements were implemented. Throughout the transition, Dynatos provided continuous support, ensuring the system was tailored to Febelco's workflows and specifications.

Automating the invoicing process through the invoice capture solution and Routty has significantly helped reduce human errors and improve processing speed.

Iris Goethals, Application Support Specialist, at Febelco

Top Benefits for Febelco

- ✓ Febelco is currently processing approximately 240.000 invoices on an annual basis, utilizing several streamlined workflows to ensure efficient and accurate management.
- ✓ More comprehensive control of purchase orders and deliveries
- ✓ Improved accuracy
- ✓ Enhanced processing speed
- ✓ Scalable solution for growing invoice volume
- ✓ Compliance with future e-invoicing regulations

Our collaboration with Dynatos helped us overcome these challenges and significantly improve our invoicing process.

Dieter Lauwers, IT Project Lead at Febelco

Implementation and onboarding

The onboarding process was meticulous, involving extensive testing and gradual system scaling. Integrating complex logic and accommodating additional customization to meet Febelco's specific needs required significant effort. The process was further influenced by the COVID-19 pandemic, which necessitated remote training and support. Despite these challenges, the project successfully adapted to the requirements.

Final diagnosis

Automating invoice processing through Routty significantly reduced manual data entry errors and improved processing speed. Febelco can handle higher volumes of invoices without increasing its workforce. The efficiency and accuracy gains were evident, with fewer supplier reminders for payments and a streamlined workflow that ensured timely processing and payment of invoices.

Febelco's future plans and challenges

This financial transformation was not the only challenge that Febelco is facing. Due to the e-invoicing guidelines imposed by Belgium, all suppliers must adjust their systems and their way of working accordingly. This process is rather complex. Consequently, onboarding suppliers is a key focus for the near future.

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