



Retail

How Visser Assen can focus on better service through Dynatos' invoice solution and RPA

Visser Assen is a technical wholesaler focused on various construction-related industries. "With our increasing range and innovations, we want to be a one-stop-shop within the Construction, Ground Road, and Hydraulic Engineering and the Green sector," says Siebrand, director of Visser Assen. An innovative organization located precisely in a conservative sector distinguishes itself through innovation. Think of BouWatch, which originated from the sleeve of Visser Assen.

"Our latest innovation is BouwTag, which makes it easy to trace tools such as a vibrating plate or a laser using a Tag. It doesn't even happen that things are lost or stolen. With BouwTag, we help companies always find their precious materials again. Also, Visser Assen wants to improve further in terms of online. "We want to lead the way with digital transformation in the sector. As wholesalers, we play an important role in this. We are convinced that our good online channel liked our offline channel. By automating back-office processes at the back, we can increasingly focus on processes at the front and thus develop an increasingly better service to our customer".

Challenges

"We want to avoid investing in staff for the back office, but investing in the front office." This means that Visser Assen focuses on automating back-office

processes. Visser Assen's challenge, in particular, was to use an old and malfunctioning Accounts Payable solution to process incoming invoices. "We spent a lot of time with this program, and it took our people a long time to solve the problems. The matching was not good, and we received very low recognition. Also, it was not an integrated solution within SAP, so I did not have real-time insight into the state of affairs. Because of this, I missed a bit of control and insight. This caused frustration, especially in reporting and monthly closings." Visser Assen then went looking for a new solution.

How our software helps

Siebrand's former employer used Tungsten Readsoft Invoices for invoice recognition and Tungsten Process Director for further processing within SAP and was delighted with this. "I went looking for a suitable partner to discuss a solution for our organization.



Image: Visser Assen



My colleague started adding new contacts every day. Soon, there were 15-20 at a time. She can now spend that time more usefully and having fun.

Siebrand van Breden, CEO at Visser Assen

I was looking for an integrated solution within SAP. I also considered SAP's solution, but it was less extensive in terms of functionalities than Tungsten Process Director. With Tungsten Process Director, we got the direct insight and had control because this solution is fully integrated within SAP. We are also very pleased with the invoice recognition solution. With Tungsten Readsoft Invoices, we have achieved a very high recognition, partly thanks to consultancy from Dynatos. We have been able to automate even further by improving this invoicing process. We have saved about 1 FTE with the transition from the old application to the new one."

Robotic Process Automation

Whether it concerns new contact persons at customers or new articles for the shop, they were entered manually in SAP, which was not very challenging and, above all, very repetitive. Work can soon be labeled as tedious or boring. RPA can be of high added value. Taking action off your hands is what must be done, but what you are not waiting for.

A request is submitted via a web form when a customer visits and finds a contact person is not yet registered in SAP. The customer data comes in via email: the starting point of the robot. First of all, the customer data is checked for completeness. They are then processed in SAP and linked to the correct debtor number. After completing SAP, the incoming mail is moved so the user can see it has been processed.

If something turns out to be incorrect during processing in SAP – a contact person already exists in SAP, for example – the robot registers this and

returns it to the user. Although the robot works in the background, there is (possibly) complete insight into the results.

New items for the shop must be processed in SAP. The stepping up of this involves many different steps and, therefore, takes a lot of time. Besides, the risk of errors is present in the many cut-and-paste works within this process. The robot takes over this work and does it flawlessly. The required article data is prepared using an Excel template.

At agreed times, it is automatically checked whether new requests are ready. Such a request is checked for completeness and processed in its entirety, whereby a per-article is kept to show the status. All article data is entered in SAP using different functions. After processing, the relevant department receives a notification of completion to know precisely when the articles can be used.

Both processes now occur in the background without anyone worrying about them. The robot sends updates when necessary, and its output can serve as input for the following process. And who carries out the following procedure: humans or robots? It doesn't matter!

Why Dynatos

"After many inquiries and assessments, we ended up talking to Dynatos. The first contact was immediately good. We were quickly convinced that Dynatos has several appealing customers and a similar solution. We also like the pragmatic approach and fast switching. This hands-on mentality also suits Visser



With Dynatos, we have found a great partner in process automation; I would recommend Dynatos!

Siebrand van Breden, CEO at Visser Assen

Results and benefits for Visser Assen

Improved Invoice Processing

- ✓ **High Recognition:** Achieved high invoice recognition with ReadSoft Invoices.
- ✓ **Efficiency:** Saved approximately 1 FTE through process automation.
- ✓ **Integrated Solution:** Tungsten Process Director integrated with SAP, offering real-time insight and control.

Robotic Process Automation (RPA)

- ✓ **Customer Data Management:** Automated entry of new contacts into SAP, ensuring data completeness and reducing manual errors.
- ✓ **New Items for Shop:** Automated processing of new article data into SAP, minimizing errors and notifying departments upon completion.

Overall Benefits

- ✓ **Focus on Front Office:** Automation allows more focus on customer service.
- ✓ **Reduced Frustration:** Real-time insights reduce issues in reporting and monthly closings.

Assen well. Subsequently, the implementation was very professional. "Looking to the future, Siebrand wishes to automate even more processes. "We also started Robotic Process Automation (RPA) together with Dynatos. We have already completed the first two processes. "We sit with our legs up; the robot does everything," says Siebrand. The aim is to have even more processes taken up by the robot. Siebrand summarizes: "With Dynatos, we have found a great partner in the process automation field. When problems arise, it is quick to switch and resolve things quickly. I would recommend Dynatos!"

What can Dynatos do for your organization

Do you also want the right solution for processing your incoming and outgoing documents? Dynatos can offer multiple solutions depending on your needs. Contact us and discover how we can help you with your automation.

What can we do for you?

Dynatos | Measurable results. Noticeable impact.

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