Public transport

Driving change: Transdev's digital journey with Dynatos

Transdev Nederland NV, a prominent figure in Dutch public transportation, has embarked on a transformative journey with Dynatos to enhance their operations. This strategic partnership leverages Dynatos' innovative software solutions, setting the stage for significant improvements and future advancements in public transportation.

Before partnering with Dynatos, Transdev faced significant challenges integrating suppliers into the Peppol network, which is mainly used for government transactions. They aimed to achieve 100% digital invoicing through Peppol, but the network's limited use among suppliers often placed Transdev as a pioneer, promoting its adoption. Dynatos' innovative software proved crucial in facilitating this transition, enabling Transdev to modernize its invoicing processes and move away from traditional, paper-based methods.

Mapping the road to digital efficiency with Dynatos

After research and a request for a proposal process, Transdev chose Dynatos due to its user-friendly and future-proof technology and compatibility with their existing Source to Pay system, Coupa. The decision was influenced by Dynatos' alignment with their criteria of user-friendliness and potential for long-term growth. Additionally, the support and proactive service from Dynatos assured Transdev that they were not only investing in a solution but also in a partnership that would evolve with their changing needs.

On the fast track to technological integration

The implementation process involved creating various integration scenarios and conducting user acceptance testing. Transdev faced challenges in optimizing the solution, which was addressed through continuous improvements and quick support from Dynatos' software engineers.

Measuring milestones in mobility management

Since integrating Dynatos' solution, Transdev has achieved significant milestones in digital invoicing. The company has moved from manual to touchless processing of Peppol and PDF invoices, thanks to machine learning within Routty and extensive automation capabilities.

> Succeeding in the digital era requires pioneering solutions like Routty. It has transformed how we handle data and invoices, making our processes more efficient and forward-thinking.

Sjoerd Jehee, Manager Accounts Payable at Transdev Nederland NV

Currently, 25% of invoices are processed touchlessly, with projections to reach 40% in the coming months. This shift has allowed the Accounts Payable team to focus more on data analysis than invoice processing, significantly enhancing operational efficiency and the quality of financial closings.

Results and benefits for Transdev

✓ Initially, touchless invoice processing wasn't a focus for Transdev, but with Dynatos' assistance, it not only became a key area of development but also **achieved 25% touchless processing**, with projections to increase to **40% in the coming months**. Touchless processing rates have seen **significant improvement** over the years, starting from **4%** in **2021**, **5%** in **2022**, **6%** in **2023**, and reaching **19%** in **2024**.

✓ The progress in 2024: From **January to April 2024**, Transdev saw steady improvements in touchless processing, **increasing from 19% to 25%.**

✓ Operational Efficiency: The shift to touchless processing lets the Accounts Payable team **focus more on improving financial closings** than manual tasks.

Gaining momentum with user-friendly tech

The Routty software has been well-received by the Transdev team for its user-friendliness, though mastering its extensive features initially posed a challenge. Feedback from users has directly influenced the development of new features, improving the software's functionality and the user experience.

Navigating through challenges with expert guidance

Transdev rates the support and service from Dynatos as exceptional, highlighting the responsiveness and effectiveness in addressing their needs promptly, which has been crucial in refining their processes.

Expanding horizons in transit technology

Looking ahead, Transdev plans to expand the use of Routty for outgoing invoices and explore further integration possibilities. They highly recommend Dynatos to peers in the industry, particularly for its compatibility with Coupa.

What can we do for you?

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