

# A standard solution – with unlimited custom fitting options



**Anyone who has ever tried on a tailor-made item of clothing knows the feeling of a perfect fit. The clothes feel just right thanks to a combination of thorough preparation – including sketches and measurements – and the superior craftsmanship of the tailor. In the same way, Multi-Support’s consultants spent a lot of time “measuring up” BoConcept to understand the company’s wishes, requirements and business processes before starting work on implementing a tailor-made solution.**

From the very start of the project, Lene Fibæk Hansen, IT consultant at BoConcept was well aware that it would become necessary to adjust and adapt the solution to accommodate future requirements. For this reason, she presented a set of very clear requirements for the solution’s flexibility and future-proofing. The international furniture company had previous experience with a severely limiting invoice scanning system.

“On far too many occasions, we found that it was impossible to adapt, develop and optimize our old system in the direction we needed,” explains Lene. “It became clear that we had to search for a completely new and flexible solution that could live up to our requirements for reducing the volume of manual work in connection with document processing, for example.”

“The better the integration we can achieve between our invoice processing solution and our MOVEX ERP system, the more efficient we can run our business. The new MultiArchive Workflow solution features, for example, an intelligent function that differentiates between cost invoices and stock item invoices. The latter type are directed to a separate flow where an intelligent three-way invoice matching function is used to automatically check whether the invoice sum matches the purchase order issued, and the goods receipt. If the three do match, then manual approval is unnecessary. As a result, we only need to

use human resources with invoices that differ from the expected for one reason or another,” relates Lene.

#### **Know your customer**

Before the project was launched, key personnel from BoConcept and Multi-Support held a number of meetings and design workshops to identify necessary workflows, functionality and features. Based on these meetings, Multi-Support prepared a comprehensive report detailing the possibilities and limitations of the project. “The purpose of a report of this kind is naturally to balance expectations and achieve consensus regarding the scope of the task ahead,” explains Kim Rudbeck of Multi-Support Denmark, who has been the key account executive on the BoConcept project from the very start.

“In many respects, this project has been absolutely perfect. On the one hand, we have received highly qualified input from the BoConcept IT department, and on the other, the company has shown great confidence in us and given us the room we



need to complete a project of this nature,” he concludes.

Both parties are also quick to stress that the implementation itself was extremely efficient. Because of the very intuitive and user-friendly structure of the solutions, it was sufficient to give 12 super-users a 3-hour introduction to the solution, and then let these 12 people handle the training of the 80 or so other users in the company. This simple and efficient trickle-down strategy is one of the reasons why BoConcept experienced a fast, smooth and painless roll-out which, in turn, contributed to the high ROI (return on investment) of the solution and the resulting short payback time.

#### **Satisfied customers are the best ambassadors**

“As everyone knows, you’re only ever as good as your last project. That’s why I started by asking my professional network if anyone knew of good systems and skillful suppliers of document management

solutions,” relates Lene Fibæk Hansen. And the responses she received could not have been clearer.

“I’ve never had such unanimously positive feedback ... Everyone who has had direct experience working with Multi-Support gave the company two thumbs up. And I must admit that after several successfully completed projects I am quite happy to join the chorus of satisfied customers. They are quite simply the most skilled and competent IT consultants I’ve ever met. Everything was delivered at the agreed time and at the agreed price.”

“However, simply delivering on your promises is not enough to generate such a high level of praise,” continues an evidently satisfied IT consultant. “You have to exceed expectations, and the people from Multi-Support really understand their customers’ business environment. Finally, they were always extremely creative and accommodating whenever it came to developing new solutions and adaptations.”

#### **The future features new development**

In the present business climate, it is essential for an international company like BoConcept to constantly focus on reducing costs and improving the efficiency of business processes on markets all over the world. Being able to constantly optimize business processes is a prerequisite for the ability of the company to maintain and improve its competitiveness.

Since BoConcept started to work with MultiArchive, the company has tapped into a wide range of ideas for new areas of application and features. For example, work is currently underway on an exciting new project in which the new company archive is shortly to be opened up for external access via an extranet connection. This project is linked to the development of a self-service portal that will allow franchisees and other stakeholders to easily access invoices, pay slips, etc.