



The Shared Services Centre of the Global Logistics Service Company Rhenus Optimises its Document Capture with ABBYY

Customer Overview



Name

Rhenus Assets & Services
GmbH & Co. KG

Location

Holzwickede, Germany

Industry

Transport and logistics

Web

www.rhenus.com

Challenge

Processing different, time-critical documents and invoices for the Rhenus Group's 80 international sites

Solution

Automated capture of all relevant document data using ABBYY FlexiCapture for verification and further processing in the appropriate SAP workflows

Results

- Fast implementation
- Excellent capture rate
- Transparent monitoring
- Efficient processing of up to 1.8 million documents p.a.

ABBYY helps Rhenus Assets & Services automate their invoice and document processing. The Shared Services Centre (SSC) of the global logistics service company Rhenus is currently using the ABBYY solution to process up to 1.8 million documents annually in the form of incoming invoices, delivery notes, and many other paper documents. Following central processing and classification, data from incoming invoices are read using a rules-based process and passed on for the workflow-based approval in SAP®.

Challenge

Involved in the fields of contract logistics, freight logistics, port logistics and public transport, the Rhenus Group operates more than 460 sites, in more than 40 countries worldwide. The company developed its own Shared Services Centre (SSC) to support their complex supply chain processes: Rhenus Assets & Services.

This unit processes a vast number of documents for 80 sites in the Rhenus Group's global network, including purchase invoices, clearing documents, delivery notes, loading records and order-picking notes. Up to 1.8 million essential documents have to be processed each year, the majority of which are time-critical due to the strict deadlines entailed in logistics processes and also demand a high level of control and transparency. Furthermore, incoming invoices have to be balanced on time in order to benefit from discounts and avoid any arrears fees. The SSC has extensive IT systems in place to overcome this challenge. One key aspect of this process is ensuring that data is recorded efficiently.

Solution

Using ABBYY FlexiCapture®, Rhenus Assets & Services has been able to implement a new component for automated data capture. This tool processes documents as efficiently as possible and centrally by means of the corporate IT solution.

“ABBYY won us over from the very start with an outstanding capture rate and a very good price-performance ratio. In addition, the expert support made fast implementation possible. Over all, we are extremely satisfied,”

Thomas Schreiber, Head of Shared Services, Corporate IT, Rhenus Assets & Services.

In replacing the previous solution, ABBYY was selected for its high quality data capture, its flexible and transparent architecture, scalability and fast implementation options. This means that established processes, including existing automation, could be retained in their entirety.

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Thomas Schreiber, Head of Shared Services, Corporate IT at Rhenus Assets & Services Upon implementing the ABBYY software, a test phase was completed to train the system for the highly complex processes in the Shared Services Centre. The solution needs to fulfil a wide range of requirements, depending on the type of document, the individual procedures required and the specific data items. As such, the capture settings for each scenario were adapted based on test documents in order to make sure they could meet the necessary demands.

As a rule, incoming documents are now scanned at the relevant site and transmitted in TIF or PDF format via a central server to the Shared Services Centre. Using ABBYY’s input management platform and the associated ABBYY FlexiCapture for Invoices add on, all relevant invoice data is automatically captured then subsequently verified via ABBYY web clients. Integrated middleware handles archiving and sends status reports to the various logistics systems and/or partners. Incoming invoices are indexed and passed on with the recognised values to the respective SAP workflows for archiving. This means that the different departments have direct access to the data and documents they require, while also ensuring smooth business processes.

Results

150 employees are currently working at 130 verification stations. Every month they process up to 150,000 documents – up to 1,000 documents per day. The recognition rate for captured information is up to 95%. The 1.4 million invoices and documents received on average each year can thus be effortlessly managed.

“ABBYY won us over from the very start with an outstanding capture rate and a very good price-performance ratio. The software was test-ready just four days after being installed, and we were able to adapt it to match our processes. In addition, the expert support made fast implementation possible. Over all, we are extremely satisfied,” says Thomas Schreiber, Head of Shared Services, Corporate IT at Rhenus Assets & Services.

A further roll-out is planned within the Rhenus Group. Other business areas of the logistics service provider have now also launched document-processing projects based on ABBYY software, for example for incoming invoices and customs documents.

About ABBYY

ABBYY is a leading global provider of technologies and solutions that help businesses effectively action information.

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