



**Industry**

Professional Services

**Customer**

Messe München International

**Business Challenges**

- Eliminate paper document archives
- Reduce invoice data capturing costs
- Accelerate invoice processing to realize early payment discounts

**Business Solution**

**Livelink for SAP Solutions**

- Automatic data capturing for invoices
- Increasingly met discount deadlines transform into cost savings
- Audit transparency of accounting processes throughout the fiscal year
- Elimination of paper archives
- Reduced costs for invoice data capturing

## Messe München International – Increasing Document Flow in Accounts Payable

At Messe München International (MMI), slow document flow and extensive paper archiving for incoming invoices are a relict of the past. The company, which is one of the world's leading trade fair organizations, scans incoming documents and stores them using Livelink® for SAP® Solutions (formerly known as IXOS Suite for SAP). Authorized users have instant access to these documents directly from their desktops.

### Organization

Represented internationally in more than 80 countries and with more than 500 employees, Messe München International (MMI) is one of the world's leading trade fair organizations. It organizes approximately 40 trade fairs and exhibitions, 280 guest events as well as 120 conferences annually. In the year 2002 alone, over 30,000 exhibitors from more than 90 countries and over 2 million visitors from over 180 countries attended the trade fairs in Munich. "Systems" and "Electronica" are two of the most renowned annual trade fairs in Munich.

### Situation

Many companies, which, like MMI, rely on services from numerous partners, vendors and subsidiaries, have experienced the disadvantages of paper-based accounting processes. Due to extensive approval procedures, resulting in long lasting in-house circulation of invoice documents, payment deadlines are missed and early pay discounts forfeit. In addition, strict legal requirements for a ten-year-long document retention have increasingly produced a significant archive growth.

Processing over 300,000 incoming invoices per year, MMI experienced increasing pressure due to resultant challenges. "While processing invoices was very time-consuming, the size of our paper archive was about to reach its limit," describes the situation Martina Ritzer, Manager of the Web Services Department at MMI. "In addition, the search for individual documents in-house, as well as at the storage facility, became increasingly time-consuming, which prevented us from performing ongoing controlling procedures throughout the fiscal year." This challenge prompted a requirements analysis, and, consequently, resulted in a decision to introduce an electronic invoice archiving system.

*"The solution provided us with the opportunity to integrate an electronic archive system into our SAP based business processes for accounts payable and purchasing within a project timeframe of just four months."*

**Martina Ritzer, Manager,  
Web Services, Messe München  
International (MMI)**

## Solution

After a two months long search and selection period, in which a number of different vendors were taken into consideration, MMI selected Open Text™ to provide the required technology. The decisive factors were the solution's ease of integration with the existing SAP environment and the proven expertise of the document management vendor in the SAP field.

Currently, a content repository based on Livelink for SAP Solutions lies at the heart of the solution. Incoming invoices are now scanned, and then immediately stored in the repository. Meanwhile, an OCR/ICR system from the vendor's partner DICOM (KOFAX) filters out relevant information such as the invoice amount, number, date, and creditor details, and then transfers this information into the SAP solution. Due to the seamless integration between the two systems, the image documents from Livelink for SAP are now immediately appended to the corresponding SAP data sets.

Every authorized system user has now instant access to these invoices through a user-friendly interface and folder structure. Instead of being held up in longwinded in-house mail, invoices can be instantly approved by appropriate personnel and then released for payment by the accounting department.

## Benefits

Significant time and cost savings have been attained as a result of the elimination of the paper archive, which also makes paper storage procedures and the storage facility itself obsolete. The Open Text solution provides a secure, long-term document archive that guarantees the ability to retrieve necessary document right from the users' desktops and provides transparency of accounting processes throughout the fiscal year.

"With the solution we were able to further increase the efficiency of our SAP system," resumes Martina Ritzer. "It integrates incoming invoices into the automatic workflow of the accounts payable and purchasing department. That significantly reduces expenditures and costs for transport, retrieval, storage and administration of these documents."



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