

Dachser

Case Study

TUNGSTEN
AUTOMATION



Case Study

Dachser Cuts Invoice Processing Time and Boosts Efficiency with Tungsten Automation

As global supply chains become more complex, logistics companies like Dachser are under growing pressure to meet customer demands for speed and accuracy. By automating the processing of incoming invoices—in addition to other types of documents—with Tungsten TotalAgility® and Tungsten Process Director, Dachser has empowered its teams to work faster, smarter, and more efficiently. The Tungsten solutions have processed nearly 19 million invoices in nine years, cutting the typical cycle time from receipt to posting by 60%.

60%

Reduction in
Cycle Time for Invoices

19 Million

Invoices Processed
Electronically in Nine Years

Transparent

Processes Streamline
Workflows and Simplify Audits

“The combination of TotalAgility and Process Director has significantly streamlined our document processing workflows.”

Helge Schindler,
Department Head IT SharedServices, Dachser SE

ABOUT DACHSER

Dachser provides high-quality transport logistics, warehousing and related services across air, sea and road transportation, handling more than 80 million shipments annually.

REQUIREMENTS

- Receive and post millions of paper and PDF invoices annually
- Process incoming documents rapidly, accurately, and efficiently
- Categorize accounts payable documents and route them to the appropriate system
- Enhance transparency and auditability of internal document flows
- Tackle twin challenges of rising workload and shortage of skilled accountants

PRODUCTS IN USE

- Tungsten TotalAgility®
- Tungsten Process Director

Challenge

Dachser is a family-owned logistics company headquartered in Kempten, Germany. With more than 37,000 employees in 43 countries, Dachser provides transport logistics, warehousing, and related customized services across air, sea and road transportation. The company's seamless shipping network and fully integrated IT systems enable it to provide intelligent logistics solutions worldwide, generating net revenues equivalent to approximately \$9 billion.

Logistics companies are under significant pressure as global supply chains become more

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Product Owner, BEST Process,
Dachser SE

complex, customers become more demanding and competition for skilled employees increases. Recognizing that manual processing of documents tends to cause delays, errors and inefficiencies, Dachser is embracing advanced automation to help it tackle complexity, increase speed and empower existing teams to accomplish more.

Helge Schindler, Department Head IT Shared Services at Dachser SE, explains: "Manually processing invoices and other documents was increasing our operational costs and reducing productivity. We wanted a more robust, automated solution to manage our document-driven processes across incoming invoices, logistics documents and several other areas."

Previously, important information was often locked away in emails or in folders full of paper documents. Invoices with multiple attachments would pass from desk to desk, each person in the chain laboriously unstapling, processing, restapling the documents. In addition to being slow, tedious and error-prone, the reliance on physical documents made it hard to keep track of status.

In the case of invoices, processing delays meant that Dachser was potentially missing financial incentives offered by suppliers for early payment. Equally, the lack of transparency and potential for physical documents to go missing was a headache from the compliance and audit perspectives.

Pedro Navarro, Product Owner BEST Process at Dachser SE, which designs, maintains and continuously improves the incoming invoice process for Dachser branches worldwide, comments: “I was lucky enough to join the company after we kicked off the digitalization process with Tungsten. Before that time, I know that keeping track of invoices was a major concern, because knowledge of the status was in people’s heads rather than in a shared system.”

Solution

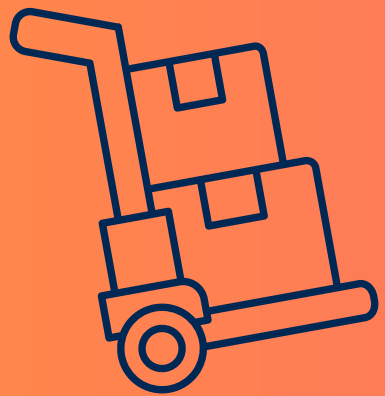
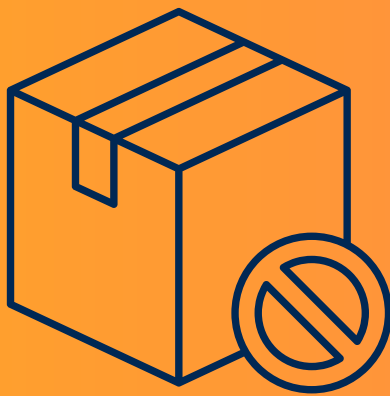
After nine years of using Tungsten Process Director—a comprehensive solution for automating complex accounts payable (AP) processes and workflows in SAP—Dachser has processed close to 19 million invoices. The company captures incoming paper and PDF invoices using Tungsten TotalAgility before transferring them to Process Director and posting them in SAP.

The solution also ingests and validates invoices that arrive through SFTP file transfers, which include XML files from vendors and tax authorities.

“We use Tungsten solutions to automate our AP processes, including validation and approval workflows,” says Schindler. “Our Tungsten solutions support various document-driven processes, like handling documents related to the transportation of hazardous goods. The solutions help by automating the capture, validation, and processing of these documents, ensuring compliance with regulations and improving the accuracy and efficiency of our logistics operations.”

Dachser has built multiple workflows in Process Director to categorize invoices and route them to the appropriate system. Transport-related invoices go to Dachser’s self-developed transport management system (TMS), where they are approved and matched with FI documents in SAP. Cost-related invoices go to the Process Director web application for approval, and are then posted directly into SAP. In this way, the company has completely centralized its payment flows and gained clear visibility of all incoming and outgoing payments.

“We are now exploring how Tungsten InvoiceAgility could add value to our in-house environment and are discussing a proof-of-concept exercise to evaluate its impact,” says



Other Tungsten use cases at Dachser include: customs, hazardous goods, and packaging.

BENEFITS

- Reduces cycle time for invoice processing from five to two days
- Streamlines document processing and reduces error rates
- Improves transparency and auditability of internal processes
- Accelerates payments to suppliers, boosting corporate reputation
- Empowers existing internal teams to handle rising volumes of documents

Navarro. “In some branches, the volume of email invoices doubled overnight. If we had not already had the Tungsten solution in place, it would have been almost impossible for our accountants to manage.”

Results

Using Tungsten automation technologies has given Dachser an extensible and scalable environment for accelerating and streamlining the processing of physical and electronic documents.

“The combination of TotalAgility and Process Director has significantly streamlined our document processing workflows, reducing manual intervention and errors, and improving the timeliness of our supplier payments,” says Schindler. “We have automated the capture, validation, and approval of documents, enhancing efficiency, reducing operational costs, and improving accuracy.”

Recruiting and retaining skilled accountants is increasingly challenging for Dachser. The Tungsten solutions help by enabling existing teams to process rising volumes of invoices. All invoices are now processed electronically in all 37 countries where the BEST process solution is live.

“One of the biggest benefits of Process Director is transparency,” says Navarro. “Accountants like to be able to see and understand everything. In the Process Director cockpit, we can see exactly what has been done, when, and by whom. That’s also very important when it comes to an audit, where we can now say, ‘Here’s the invoice, here’s the workflow protocol, here’s everything that happened.’”

He adds: “We’re constantly looking at how we can share more information with our customers. We’re developing a portal that will interlock all the information and present it to customers and vendors, creating a symbiotic ecosystem.”

Another clear benefit of automation with Tungsten is the reduction in invoice cycle time from reception to posting. While this varies from country to country, the typical reduction is 60%: from five days to two.

“Whenever we roll out TotalAgility and Process Director to a new country, invoice processing times consistently drop once our teams have got up to speed with the solutions,” says Navarro. “We give people the capability of processing anything that arrives within a few hours instead of a few days. Nobody gets upset if you pay them sooner than they expected!”

In many cases, a single customer engagement at Dachser will involve multiple countries, branches, partners, and shipping methods. With Tungsten technologies helping to reduce cycle times every step of the way, customers receive faster, higher-quality logistics services.

Jürgen Sakry, Department Head Shared Services at Dachser SE, says: "Implementing TotalAgility has helped streamline our processes, reduce errors, and improve overall efficiency. Our end-customers benefit from faster processing times and improved accuracy in document handling. Indirectly, those efficiency gains enable us to allocate resources more effectively, enhancing overall customer satisfaction."

Sakry concludes: "The Tungsten solutions give us a competitive advantage by enabling us to operate more efficiently and accurately, helping us stand out in the logistics sector."

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About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow.

To learn more, visit www.TungstenAutomation.com

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