



Success Story



eFLOW™ - Improving Bosch's renowned efficiency

Automated invoice processing with eFLOW at Bosch Communication Center

The challenges

As a leading international technology and service provider, the Bosch Group stands for quality and innovation. Automotive engineering, industrial technology, consumer goods and building services engineering being the core business areas, Bosch's 275,000 employees generated 38.2 billion Euros in sales in the financial year 2009. The Bosch Group comprises the Robert Bosch GmbH and its more than 300 affiliated and regional subsidiaries in over 60 countries. Bosch Communication Center acts as a BPO provider for external customers and as Shared Services provider for internal customers. With the location in Magdeburg, Bosch Communication Center processes more than 500,000 incoming invoices per year for different Bosch business divisions in Germany and Spain. Bosch's goal was to maximise invoice processing efficiency by centralising and automating processes.

The solution

Bosch Communication Center processes invoices from over 20,000 suppliers in various different invoicing formats and languages. Most of the approval process takes place within a SAP workflow. In order to increase efficiency despite the highly complex nature of the invoice documents, the OCR (optical character recognition) solution needed to have a high degree of automation and had to be easily integrated

into Bosch Communication Center's existing SAP workflow.

In order to achieve increased efficiency and reduced costs, Bosch Communication Center decided to replace their existing OCR solution with a new one. The new solution needed to be implemented as quickly as possible in order to avoid unnecessary additional costs.

The key requirements of the new solution were:

- Outstanding data quality, independent of format and language of the incoming invoice
- Reduced turnaround time per invoice
- Overall process transparency
- Comprehensive support by the solution provider

In a test run, a training set of documents was processed in order to consistently evaluate the data quality. A reference visit with an existing user of the solution further demonstrated the system's capacity. After the provider support had been evaluated as well, it was clear to Bosch Communication Center that Top Image Systems™ (TIS™), with its outstanding data recognition quality, high accuracy and project competency, met all their requirements.



Top Image Systems



eFLOW implementation

After Bosch Communication Center had selected eFLOW, TIS was able to fully implement the new system within only two months.

Anke Lindner, Project Manager, Bosch Communication Center, concludes: "TIS quickly implemented the system to meet all our requirements. The technical solution they developed is characterised by ease of use, flexibility and comprehensive reporting options."

eFLOW Invoice Reader was integrated seamlessly into the existing SAP architecture; all invoice data was transferred to the invoice monitor and the workflow system.

The eFLOW workflow

Incoming invoices to the organisation receive a bar code and are digitalised. eFLOW Invoice Reader recognises invoice information such as date, gross invoice amount, supplier information and line items, and matches them to the existing master and transaction database. Even at this early stage of the capture process, compliance with the relevant tax legislation is taken into consideration. If necessary, the data is amended manually. Then an automated pre-capture in SAP is performed, and the data is processed in the SAP systems of the different Bosch subsidiaries.

The results

By implementing eFLOW, invoice processing has become far more

efficient. Within a few months, the turnaround time per invoice has been significantly reduced. The invoice receipt book ensures process transparency with a full overview of all creditors, their invoices, the invoice process stage and therefore the entire process. With its scalable architecture, eFLOW can easily be adapted and expanded to accommodate growing business requirements.

Further eFLOW projects at Bosch

Bosch also uses the flexible eFLOW platform to process 40,000 personnel files each year. In another international rollout, eFLOW will be implemented to automate invoice processing amongst others in North America.

About Bosch Communication Center

Originally conceived as a security monitoring centre offering communication services, the Bosch Communication Center today is an international provider of business process outsourcing services. More than 4,000 employees at over 20 locations in Europe, Asia and South America manage and optimise their customers' business processes. They offer services for marketing & sales, customer service, finances & accounting, security & safety, building engineering services, purchasing, logistics & production, IT & technology as well as human resource management – all in more than 25 languages and in the renowned Bosch quality!

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