



**TUNGSTEN  
NETWORK**

a **KOFAX** company



## CASE STUDY

### INTRODUCTION

Henkel is a consumer goods organization of 50,000 employees, responsible for well-known brands such as Persil, Schwarzkopf, and Loctite. Operating worldwide, the company is leading innovation and technology in three key business sectors: Adhesive Technologies, Beauty Care and Laundry & Home.

### THE CHALLENGE

Despite having self-billing in place, Henkel continued to handle 1.25 million paper invoices each year. In order to deliver further automation and efficiency, they decided to explore e-invoicing as a complementary process to their existing AP technology.

"When we started our investigations," says Jens Fischer, Henkel's Global Process Manager - Purchase to Pay, "we saw e-invoicing as a process that could help us increase our automation levels, reduce workloads, and drive down cost. We recognised that e-invoicing could be a complementary way of increasing levels of automation." Henkel's business case concluded that a strategic investment in e-invoicing would pay off, particularly in the longer term as more of their suppliers join the network.

### CUSTOMER SNAPSHOT

**INDUSTRY** Consumer goods

**COUNTRY** Worldwide

### KEY OBJECTIVES

- Increase overall levels of automation in purchase to pay process
- Deliver increased efficiency, effectiveness, and compliance
- Reduce 1.25 million paper invoices being transacted annually

### RESULTS

- 72% of in-scope suppliers live with e-invoicing
- 900,000 invoices enabled within first 12 months
- Extending roll out to Central and Eastern Europe and Asia

## SOLUTION

After looking at several providers, Henkel chose Tungsten Network as their provider of choice. "Tungsten stood out in a variety of ways," says Jens, "most notably because of its supplier onboarding capability. The focus on VAT compliance, as well as its straightforward pricing model, was also influential in the decision-making process".

The breadth of the Tungsten Network also had a significant impact on the success of the

project: "Many of our suppliers were already on the platform, which helped us validate the technical solution" says Jens.

While the onboarding process went well, Jens says he felt well supported. "Onboarding suppliers isn't simple. Tungsten Network sometimes requires our help with suppliers that resist e-invoicing, but it does most of the enrollment work. We now have suppliers signed up from Western, Central, and Eastern Europe".

### THE IMPACT

Within the first 12 months, suppliers accountable for 72% of Henkel's in-scope invoices were signed up for e-invoicing. As a result, Henkel extended the project reach to Central and Eastern Europe, and continues to focus on ramping up the transaction volume. Henkel does not scan any invoices and is benefiting from the increased transparency e-invoicing provides.

Emphasizing the importance of the onboarding process to the overall success of an e-invoicing project, Didier Lombard, Client Manager at Tungsten Network says "Henkel has been proactive in working with its suppliers and has followed our best practices."

Looking to the future, Henkel is taking the rollout of e-invoicing even further by introducing the program to its North American and Asian markets.

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of suppliers  
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Jens Fischer, Global Process Manager – Purchase to Pay