



**TUNGSTEN
NETWORK**

a **KOFAX** company

CASE STUDY

INTRODUCTION

RS Group plc is a FTSE100 listed global omni-channel supply business, offering more than 700,000 products sourced from over 2,500 leading suppliers. With operations in 32 countries, they ship more than 60,000 parcels a day.

Known to the world as an innovator in the field of e-commerce, RS Group was one of the first to successfully embrace the web as a sales channel and integrate its enormous catalogue with industry leading e-procurement technologies.

THE CHALLENGE

The challenges facing RS when looking for an e-invoicing solution were manifold. Firstly, was being able to dedicate resource to integration. "We have a small integration team" says Rachel Strachan, Senior Delivery Manager - Procurement Solutions. "We're handling all integrations for both Europe and Asia, so we've got a finite resource. Because of this, we're looking at reducing time to onboard, and how we can make it quicker to go to market.

Secondly, for every customer RS wanted to send e-invoices to, they had to not just satisfy the attendant legal requirements, but also get the blessing of the authorities for each and every customer relationship.

RS Components



CUSTOMER SNAPSHOT

INDUSTRY Distributor of electronics, automation and control components, tools and consumables

COUNTRY International

KEY OBJECTIVES

- Use e-invoicing to create a totally paperless acquisition process
- Implement a standard invoicing solution for global clients
- Reduce invoice processing costs while delivering better service
- Provide invoices that are legal and tax compliant

RESULTS

- Enabled RS to deliver on a completely electronic process
- Drove down the cost of purchasing for customers
- Reduced the cost of trading without the need for technical integration projects
- 100% of e-invoices are tax and legally compliant

SOLUTION

"In terms of demand, we're seeing more and more of our customers wanting to move to e-invoicing" Strachan explains. "We're always looking for ways to improve how we work, our efficiency, and how we can get more customers to e-invoicing."

What RS found was a solution that addressed their two main concerns – those relating to multiple invoice formats and VAT issues. Joining Tungsten Network is non-intrusive, without the need for either you or your customers to install any hardware or software.

THE IMPACT

Tungsten doesn't just provide day-to-day solutions for RS however - it fits into a bigger picture of the evolution of RS. "We treat it as a joint partnership in a way" says Strachan, "getting more customers to e-Invoicing predominantly used to work in a reactive way, with customers telling us they wanted to move towards e-Invoicing. We're trying to work with the Tungsten team to find other customers that would want to integrate with RS".

"We are also scoping out additional markets as we come along. With Tungsten we have a global footprint, but we have more and more markets wanting to do integrated invoicing and we're trying to open that gate to allow more business to come from those particular markets."

300k
products

1.2m
global
customers

100%
e-invoices are
tax and legally
compliant

100%
electronic
process

"The expertise we've been getting from Tungsten has been amazing. For us, it's always been that knowledge, that expertise, and that understanding, particularly around the complications that come with customers wanting to bring their own third parties in. It's also Tungsten's ability to onboard new markets and continually evolve as the RS business grows that makes Tungsten a valued strategic supplier."

Paul Parker, General Manager E-commerce