

HOW SAINT-GOBAIN DIGITALIZED ITS TRANSPORT DOCUMENT PROCESSING

Speed, efficiency and compliance with documents matching

Company: Saint-Gobain Glass Romania
Industry: Building glass manufacturer
Products: DxInvoice, DxLogistics.

200

hours saved per month on
document verifications and
matching

30%

reduction of manual invoice
processing within 5 weeks

10M EUR

value of digitalized invoices

100%

supplier onboarding rate on the
cloud platform

“What convinced us was DocProcess’s unique understanding of our need and how the discussions evolved between our teams and DocProcess’s consultants. We did a benchmark of existing solutions on the market and the way DocProcess worked made the difference, associating technical expertise with consulting. The customization of the offer was also key: DocProcess was able to develop a solution that 100% matched Saint-Gobain’s needs.

On our side, the gains are multiple: speed, efficiency, precision, reliability, compliance and security of transaction processing. On our suppliers’ side, the solution gives them full visibility into the processing of their invoice: from receipt to validation and payment. This transparency considerably improves our relations. Finally, the processing times being shortened, we saved several days of reverse factoring!”

Ciprian Stoica
Chief Financial Officer
Saint-Gobain Glass Romania

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BACKGROUND

Since 2018, Saint-Gobain Glass Romania (leader in building glass manufacturing) had been looking at different digitalization solutions for its business processes. With the COVID-19 pandemic, the need for such a solution was exacerbated: Saint-Gobain Glass Romania needed to adapt its operations in order to serve its clients faster and with no errors.

Each year, Saint-Gobain's transport division issues over 3,400 invoices representing 40,000 invoice lines that have always been challenging to process.

Transport, in particular, represents a major expense and entails significant document management needs - hence the need for precise monitoring.

MAIN ISSUES

- Important volume of paper documents needing manual validation.
- Lack of visibility across transport documents and data.
- Error-prone process affecting quality of service and client relationship.
- Compliance issues in the event of a tax audit, related to cross-check of transportation, supplier, and delivery documents.
- Impact of slow processing on the ability to do reverse factoring and supplier financing.

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APPROACH

Step 1 - Consultancy: DocProcess worked with Saint-Gobain to better identify its needs and optimize its process flows.

Step 2 - Development of the solution, seamlessly integrated with Saint-Gobain's ERP system.

Step 3 - Onboarding of suppliers: in less than 2 months, 100% of suppliers handed over by Saint-Gobain were integrated by our onboarding team.

Step 4 - Continuous improvement: within five weeks, the automation of document processing helped lower the workload of Saint-Gobain's accounting team by more than 30%. By streamlining these processes, the manufacturer has given its employees time for more complex, value-added tasks. In addition to reducing operating costs, Saint-Gobain has thus gained real-time visibility into its business activities, ensured data accuracy and improved employee satisfaction.

Following the successful implementation of the customized transport invoicing solution developed by DocProcess, the manufacturer intends to pursue additional digital transformation projects for its accounting department.

RESULTS

- A fully customized solution, tailored to Saint-Gobain's needs.
- Invoices received and validated within minutes of issue.
- Real-time visibility into financial processes.
- Invoices matched with transportation documents and deliveries, for dispute reduction.
- More accurate legal reporting, for faster VAT reimbursement
- Full transactions and data compliance and security.