

Client Testimonial

basware

Radiall is a global manufacturer of interconnect solutions made for harsh environments. The company is comprised of 2,900 employees and 13 industrial sites in 7 countries, including the United States, Mexico, France, China, and India. Thanks to its territorial roots, Radiall has developed strong ties with their customers, forging lasting partnerships with local communities, and brought to life its "raison d'être": to create the connections that matter.

Context and challenges

In 2014, Radiall SA created a Supplier Shared Services Center and deployed the Basware solution in their on-premise version. The Finance & Legal Director initiated this project in order to modernize and centralize the accounting function. Thanks to this, the management of supplier invoices between the three production sites was harmonized, and the validation circuit simplified. Documents no longer needed to be photocopied and manually transferred internally.

"The digitization of supplier invoices is part of a global transformation and continuous improvement project that we initiated back in 2015. The zero-paper approach and the preservation of the environment are very important issues at Radiall, whether for our production activities or our support functions", emphasizes Guy de Royer, Finance & Legal Director.

Building on this initial success, the Accounting Department launched a new deployment in 2020 in order to take advantage of the SaaS version of Basware, and to implement the platform's e-Invoicing module.

"We wanted to free ourselves from the many manual and time-consuming tasks inherent to the digitization of paper invoices (collecting, scanning and video-coding)," says Christiane Rebaud, Manager of the Accounts Payable Shared Services Center. "In addition, we wanted to anticipate the European legal obligation to switch to electronic invoicing in 2026 and to comply with this new regulation".

Radiall 

"Thanks to e-invoicing, the number of discrepancies to manage has been considerably reduced. The processing time for our supplier invoices went from a 7 to a 4-day average."

Christiane Rebaud,
Manager of the Accounts Payable
Shared Services Center

Sector

▶ Interconnect solutions manufacturer

Key figures

- ▶ 6 accountants
- ▶ 300 validators
- ▶ 1 200 active suppliers
- ▶ 45 000 invoices per year
- ▶ 85% invoices with orders

Modules Basware

- ▶ e-Invoicing
- ▶ Analytics

Interface

- ▶ ERP : SAP



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The migration of interfaces: an important challenge for the project

Being very happy with Basware, Radiall's Accounting Department chose to continue its collaboration with Fluxym for the migration of their platform. "Functionally, we just did a gap analysis. This preparation phase with the Fluxym team, who knows our business needs, was the perfect opportunity to assess certain processes and add new functionalities," says Christiane Rebaud.

However, the real challenge of this migration lay in the technical side. Fluxym consultants were able to provide Radiall with strong technical expertise to reconfigure the interfaces with SAP and manage the recovery of invoice history over six years.

"Our project went smoothly thanks to the Fluxym consultants' availability and responsiveness. We worked in an atmosphere of trust and transparency, which allowed us to deal with the vagaries of the project and meet our deadlines."

François-Guillaume Tari
IS Project manager

A smooth transition

The change of platform was seamless for the users because the functional evolutions were not significant. A two-hour training session was enough for the AP accountants to immediately adopt the new version. They particularly appreciated the fact that they could access the SaaS platform both on their mobile and on their desktop, at the office or working remotely.

Active suppliers were contacted by email to register on the Basware portal. "Our suppliers were very cooperative. In just 6 months, the share of invoices directly uploaded to the e-Invoicing portal by our suppliers exceeded 50%; the rest is sent by email in PDF format. The number of paper invoices is now totally marginal," rejoices Christiane Rebaud.

The advantages of e-invoicing for Radiall

Implementing Basware's e-Invoicing module has been life-changing for Radiall's accounting team. The biggest step forward has been being relieved of all the daunting tasks that do not fall under AP functions, such as scanning and video-coding invoices. "The automated processing of 400 invoices per day represents the equivalent of one FTE. It is that much time saved for the resolution of exceptions which has real added accounting value".

Thanks to the Analytics module, managers and Accounting teams have gained visibility on the volume of invoices, payment deadlines and the follow-up on discrepancy approvals requested by management control. They also noted:

- ▶ Errors and duplicates reduction
- ▶ Elimination of paper archives
- ▶ Automatic recording of the audit trail
- ▶ Reduced risk of fraud thanks to the secure supplier portal
- ▶ Faster access to documents
- ▶ More effective litigation follow-up.

Finally, Radiall now benefits from the advantages of Basware's SaaS model, which frees them from a technical infrastructure and simplifies user management.



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