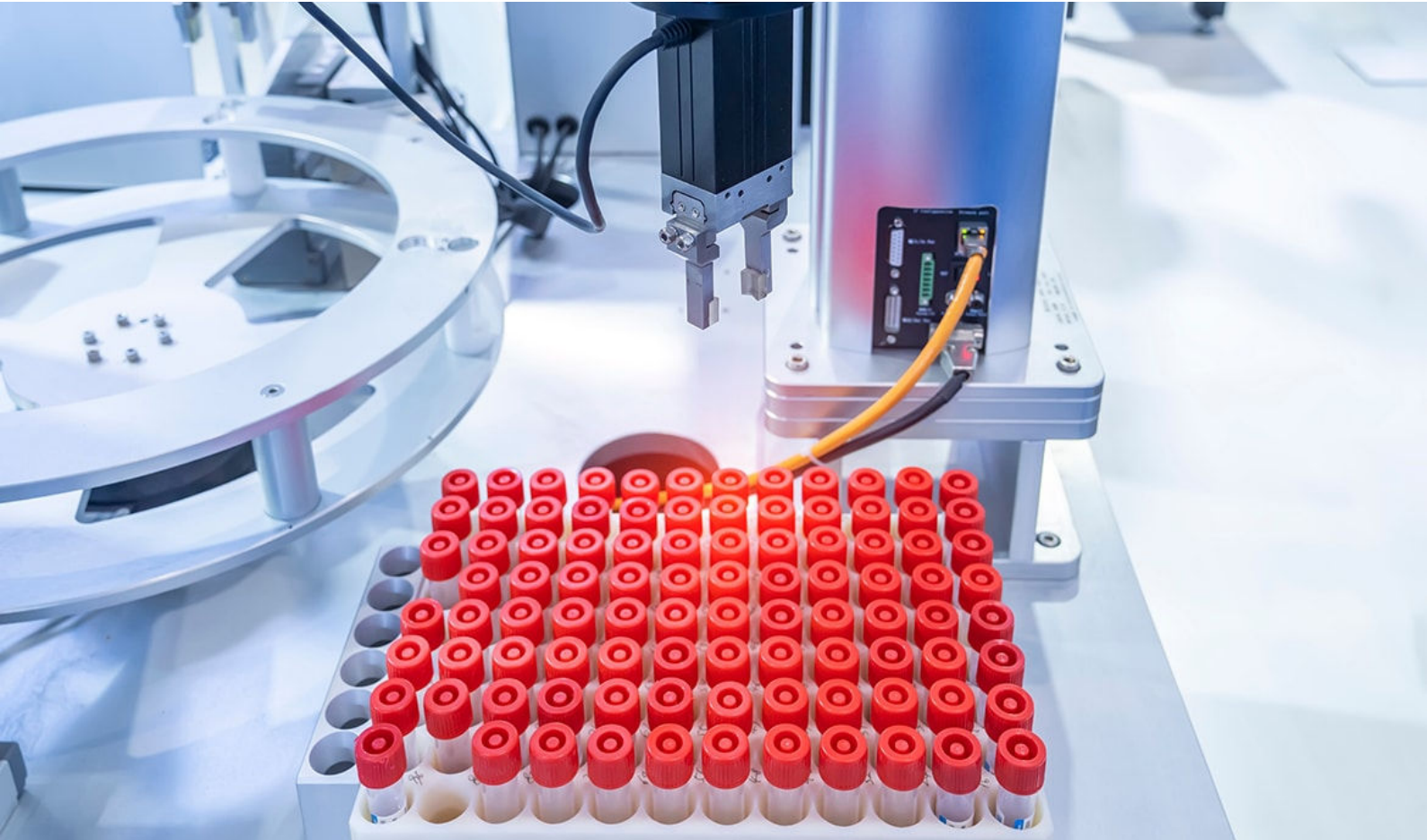


Case Study



ALK-Abelló Organizes Document-Based Processes in SAP with xSuite

xSuite

xsuite.com



Company Overview

Client	ALK-Abelló
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Industry	Pharmaceutics
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Website	alk-abello.com
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Solutions	• SAP integrated solution for procurement, invoice and sales order processing
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The SAP-integrated workflow from the xSuite Group is in use at the Danish pharmaceuticals group not only in invoice processing, but also for management of incoming sales orders and procurement requests.

ALK-Abelló A/S is the world leader in allergy immunotherapy—a unique treatment of the cause of allergies—with a global market share of around 30 percent. The company sees itself as a partner of doctors and medical associations and maintains close business relationships with an active exchange of documents: Purchase orders, order confirmations, invoices—the whole palette of business records must be received and processed via SAP, in all of the seventeen subsidiaries located worldwide.

As early as 2002, the headquarters in Denmark worked towards accommodating this dispersion by deploying a scan/OCR and archive solution, as well as an invoice processing workflow developed in collaboration with xSuite. At the time, SAP was the ERP software that was used in at all company locations. In this way, ALK had already made a departure from the typical disadvantages of paper-based invoice approval such as late payments, lack of clarity in invoicing timelines, and missing invoices at the end of the month.

The workflow took various turns in its development after 2002. It has been based on xSuite technology since 2009. ALK decided on xSuite Group as the vendor of its solution because of its superior competence as SAP Partner and its extensive experience in international roll-outs.

The roll-out of the xSuite workflow solution in the subsidiaries took place from 2010 to 2013. xSuite offers the company a single workflow engine that serves as the basis of the entire xSuite document based processes, which are mapped and automated within SAP, managing a diversity of business applications.

According to Charlotte Trads Olesen, Senior SAP Consultant at ALK, “With this software, we are able to use the same technology for processing invoices along with documents from other departments such as purchasing or sales orders.”

1,000 SAP users are connected to the workflow

The solution deployed at ALK consists of the modules Invoice, Orders, and Procurement. It accommodates the digital processing of incoming invoices, documents for incoming orders, and internal procurement requests. Paper documents are scanned with a capture solution, and the system xSuite Interface handles transfer of documents to SAP and to an archive. Today, a total of 1,000 SAP users work with the xSuite workflow solution. In invoice processing, the solution offers easy handling in scanning and archiving of documents, as well as the invoice approval throughput in SAP. xSuite Invoice is in use at all of the 17 subsidiaries.

“We can use familiar SAP transactions for parking and completing the invoices,” says Charlotte Trads Olesen. The greatest advantage that she sees in the xSuite solution is the standardization of the accounting processes. This has become evident in a clear enhancement of transparency in processing and a cut in losses due to late payments, two crucial gains for the accounting department. An annual total of 66,000 incoming invoices are processed with the xSuite solution in the group. In all roll-out countries, integration into SAP is managed by xSuite's SAP-certified system interface.

xSuite Orders deployment

In addition to xSuite Invoice, the module Orders is in use for incoming sales orders at ALK's German, Spanish, French, and Austrian subsidiaries. xSuite Orders manages the workflow-supported processing of an annual number of 26,000 orders in SAP SD. The company's customer-service departments receive all orders for the treatment of specific patients, which come in by fax, email, internet, or post. Almost 60% are repeat orders. The goal of the target was to make the hours worked in Customer Service as independent from the number and form of incoming orders as possible.

“Automated data extraction of orders and a semi-automatic generation of these purchase orders in SAP gives us an immediate, comprehensive overview of the sales processes, eliminates errors in picking up the correct customer, and our Customer Service profits from this with reduced effort in data capture,” says Rolf Külzer, Director of Distribution and Logistics at ALK-Abelló Arzneimittel GmbH, the German subsidiary of the ALK-Abelló Group, which has a staff of 142.

xSuite Procurement is a module for creating, approving, and releasing SAP purchase requisitions and SAP purchase orders either directly in SAP or on the Web portal. ALK has deployed the module in Canada, at present the only subsidiary using it. The next roll-out stations for the invoice-processing solution will be New York and Texas.