

Case Study



**Dole Packaged Foods Reduces
Average Lead Time Per Invoice by
Over 60% with Solutions from
xSuite**

xSuite

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Company Overview

Founded in 1851, Dole Packaged Foods delivers high-quality fresh and packaged fruit around the world. The company leads the industry in sales of many of its products, as well as in education and nutrition research. “Despite a 170-year history, we’ve maintained our start-up character, says Bill Farrell, Director of SAP Technology and Governance at Dole Packaged Foods.

Client	Dole Packaged Foods
Industry	Food & Beverages
Website	www.dolesunshine.com
Solutions	• xSuite Invoice Cube • xSuite Orders Cube • xSuite Archive Prism

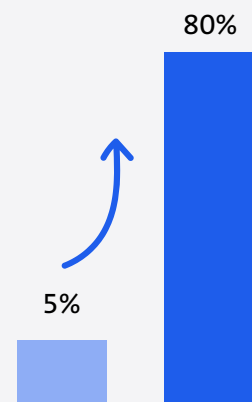
Business Challenges

Various drivers in their day-to-day business led Dole to look at AP automation: there was a lack of overview and inadequate document discoverability throughout the invoice receipt process. Distributed, non integrated systems with different technologies also made business processes inefficient and simplification and standardization of the accounts payable process as good as impossible.

Business Results

With the solutions from xSuite, Dole managed to overcome these challenges. The best-practice approach followed by xSuite has made it easy to achieve a standardized AP process.

Thanks to RPA, the increased efficiency at Dole manifests itself in the fact that the individuals involved now require significantly less time to process an invoice. **In fact, the average lead time per invoice has been reduced by 60%.**



” Thanks to xSuite’s Invoice Cube, 80% of incoming invoices are now processed automatically.



Standardization with the xSuite Best-Practice Approach

As part of the project, Dole formed IT and business teams that worked with the xSuite team to develop a blueprint. Project management was largely handled by IT. Training was also incorporated early on to discover and eliminate potential stumbling blocks as quickly as possible. More than 200 employees now work daily with the software. The invoice workflow is so deeply integrated into SAP that many have not even noticed they're actually working with a different software solution – invoice processing feels like just another SAP transaction. Dole also implemented the xSuite Archive Prism solution for filing and storing all their documents, and the xSuite Orders Cube solution for processing incoming customer orders.

Increased Efficiency Through RPA

One of the core functions of the xSuite solution is its RPA capabilities, which eliminate the manual processes that were previously so predominant at Dole. This isn't to say that RPA is installed everywhere and throughout all processes, but rather that it's employed in a targeted manner, just where it's needed. Not only does this ensure greater efficiency, but it also increases accuracy. xSuite has made it possible to begin automation precisely when it is needed. The solution enables fully automated P2P processes just as easily as partial automation. Automatic archiving via xSuite's connected electronic archive enables all invoices and associated documents to be found at any time. Invoice related records are linked to the SAP document. In self-service, you can find documents you are looking for with an archive portal. The days of deciding where to store documents to comply with all permissions are gone. Instead, all rights are controlled automatically via SAP's own authorization concept.

” With xSuite’s solution, we have achieved all the goals we set for ourselves in AP automation.

Bill Farrell, Director SAP Technology and Governance, Dole Packaged Foods

Worldwide Rollout

xSuite has been such an ideal partner for Dole Packaged Foods that they plan to collaborate on additional projects together soon. Already launched in the U.S. and Canada, the integrated solution is soon to be rolled out worldwide



Certified SAP Competence

Our software solutions are characterized by the highest quality standards, which we have confirmed through regular certifications. These apply to various SAP solutions and deployment environments.