

## Case Study



# NOZ/mh:n Group Transforms Invoice Processing with AI from xSuite

xSuite

[xsuite.com](https://xsuite.com)



## Company Overview

|           |                                                                                                                                                                                                                        |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Client    | NOZ/mh:n Gruppe                                                                                                                                                                                                        |
| Industry  | Publishing & media industry                                                                                                                                                                                            |
| Website   | noz-next.de                                                                                                                                                                                                            |
| Solutions | <ul style="list-style-type: none"><li>• SAP integrated invoice processing: 90.000 documents per year</li><li>• Receiving and sending e-invoices (XRechnung)</li><li>• Archiving and capturing from the cloud</li></ul> |

The NOZ/mh:n Group – an association of 46 companies active in nearly 70 locations – is known for its passion for technological innovation. Thanks to its strong cloud-first strategy, an early transition to S/4HANA, and the adoption of xSuite's AI-powered invoice processing, the company has future-proofed its financial operations, accelerated workflows, and significantly boosted efficiency.

The NOZ/mh:n Group has created a new company called "NEXT NOZ Expert Team" (NEXT for short), which comprises commercial departments and the NOZ Service Center with sites in Flensburg, Hamburg, Neubrandenburg and Osnabrück. NEXT's approximately 240 employees from across the Group render services in the areas of finance, accounting, human resources, payroll & service, controlling, purchasing, real estate as well as customer service for NOZ/mh:n. The shared service center that provides specialist expertise to the companies in the NOZ/mh:n Group and other external customers handles upcoming projects while ensuring cost-efficient operation and high-quality results.

### Improved Quality in Accounting

*"Continually evaluating how to improve invoice processing is essential for enhancing the overall quality in accounts payable," says Thies Neitzert, Head of Business Solutions at NEXT*

For this reason, NOZ already introduced an integrated solution for invoice processing from xSuite back in 2006. The software's high degree of automation and its deep SAP integration were key arguments for adopting the solution at the time. The initial annual load of 25,000 invoices has more than tripled to over 90,000 invoices. This increase is partly due to the merger of the NOZ/mh:n Group with medien holding:nord in 2016.

However, the high volume and associated workload is not a problem today – thanks to standardized work processes, many of which used to operate in parallel. Internal invoices, for example, were posted directly without entering the invoice workflow. Now, these invoices are also processed using xSuite.

*Lena Krause, Accounts Payable Team Leader at NEXT: "We aim to fully integrate all invoices into the workflow to ensure uniform and efficient processing with xSuite."*

### System Landscape: S/4HANA Early Adopter

The NOZ/mh:n Group operates a complex SAP system with a scope of close to 80 company codes. The system runs SAP FI and the xSuite invoice workflow. There are also two legacy systems dating back to the merger in 2016, on which accounts receivables are processed as subledgers. The main system was already rebuilt on S/4HANA in 2020 using the greenfield approach. One of the main objectives for this was to standardize the processes in accounts payable after the merger.

### xSuite Invoice, Cloud-Archiv und Capture-Lösung

The NOZ/mh:n Group uses xSuite for invoice processing, a capture solution from the cloud and the cloud-based xSuite archive, which recently replaced two third-party SAP archives. The majority of the 90,000 invoices are now received in PDF format or directly as XRechnung files (the few remaining paper invoices are scanned in advance). The former are captured with the cloud-based capture solution. An annual xSuite “Health Check” identified an extremely high total field detection rate of 94.54% in December 2024. If a value is found in all fields, which is the case 65 percent of the time (document recognition rate), the invoice is immediately submitted to the approval workflow. It then takes an average of seven days from receipt to posting, which is a lot faster than manual invoice processing.

### A Single Touchpoint for Accounting

*“We call this immediate forwarding to the approval stage ‘touchless capture,’” explains Lena Krause. “In two thirds of cases, accounts payable only has a single touchpoint with the invoice: when it posts invoices in the final step of the workflow. In other words, only a third of the documents remain in the Invoice Monitor to be processed by accounts payable. The powerful data capture component of the xSuite solution reduces the number of manual tasks and speeds up the entire process.”*

## AI Boost: Automatic Account Assignment – Like Waving a Magic Wand

It is well known that artificial intelligence only really comes into its own when there are large amounts of data. That’s why the timing of the new AI functions of the xSuite software was perfect for NEXT. The service provider’s focus is on the cloud. So when the capture process was shifted to the cloud, it made sense to use AI to further increase efficiency in the field of accounts payable. With a document volume of 90,000 items per year, almost all of which pass through the invoice workflow in a standardized manner, AI can be used on a truly vast scale.

Artificial intelligence initially meant that accounts were allocated automatically via xSuite Prediction Server, a cloud-based add-on launched in early 2024. When a user clicks the “magic wand” function, it automatically makes suggestions for fields such as G/L account or cost center based on the supplier’s previous invoices for the same company code. If the software finds past values for these fields that match the current calculation with a certain probability (over 85 percent), it fills the fields automatically. A list containing additional account assignment suggestions complements this process.

The invoice date, too, is not always recognized immediately. In this case, Lena Krause and her colleagues have to fill in the field manually. The AI remembers this and the field position, allowing it to populate this field correctly in the next invoice from the same supplier

## “All I Do Is Press OK!”

The feedback from the specialist departments on the AI-supported invoice verification procedure was overwhelmingly positive. In Lena Krause’s experience, it’s usually the other way around: As soon as a new tool is introduced, people complain about this or that no longer working.

*“At xSuite, we only received enthusiastic e-mails from approvers, along the lines of: ‘Wow, my account assignment is already stored here, I only need to press OK instead of looking up the complete account assignment information, which I don’t know by heart.’ This saves a lot of time and reduces errors.”*



The NEXT team plans to add further AI functions such as agent determination in the near future. A key learning point for Thies Neitzert and Lena Krause: AI does not mean cutting jobs, but rather ensuring reliability and consistent invoice posting. For instance, before this feature was introduced, someone had to decide which G/L account an invoice must be posted to at the end of the invoice workflow – but now this assignment is usually made automatically. This represents an important gain in speed and, above all, accuracy. And after all, that’s what accounting is all about!