



HEINEKEN CHINA

ACCELERATING INVOICE PROCESSING BY 40% AT SHARED SERVICES CENTRE

BACKGROUND

HEINEKEN China is a subsidiary of HEINEKEN, the Dutch international brewing company. Previously, its financial shared services centre (SSC) was manually processing an annual volume of 12,000 invoices from six subsidiaries. In addition to being a time-consuming and inefficient process, the sheer complexity of communicating with different subsidiaries was a daily challenge for HEINEKEN China's accounting team.

HEINEKEN China decided to pursue an automated accounts payable (AP) solution that would help the company speed up invoice processing, improve workflow and invoice traceability, reduce costs, ensure invoice compliance, and gain better control of expenses.

SOLUTION

Following the success of a first project with Asia Pacific Brewery (APB), acquired by HEINEKEN in 2014, for automating purchase requisition workflow and document printing, HEINEKEN China selected Esker's cloud-based Accounts Payable solution to automate its supplier invoicing process at its SSC.

To address the challenges of working with multiple offices, invoice formats and languages, HEINEKEN China leveraged Esker's multi-language capabilities, template-free technology and external ERP workflow — eliminating the headache of processing diverse invoices from different systems and bringing new levels of efficiency to its SSC.

Strict government regulations require that a printed copy of each Fapiao (a legal receipt that serves as proof of purchase for goods and services) be supplied for every invoice. In order to meet these requirements, HEINEKEN China spent significant amounts of time pulling all documents together. As Esker is compliant with Fapiao, HEINEKEN China is able to process their invoices in Esker based on government regulations.

HEINEKEN China is also leveraging Esker's collaborative and customisable dashboards, which provide them with real-time data for monitoring purposes. HEINEKEN China managers particularly appreciate Esker's mobile application, Esker Anywhere™, which has further enhanced invoice processing efficiency with on-the-go approval.



"Esker has greatly improved our daily work — invoices and information are easily accessible and well organised. We never have to worry about inquiries from within our organisation, or externally, from customers or suppliers. Esker dashboards enable us to see pending invoices, monitor operations and check any outstanding invoices."

Lilliam Jiang | Senior Purchase-to-Pay Administrator

BENEFITS

Not long after implementing Esker's Accounts Payable solution, HEINEKEN China has seen a number of benefits, including:



Reduced invoice processing time by at least 40%



Increased efficiency with manual data entry eliminated



Web-based AP workflow outside the ERP system delivers simplified setup of SSC and ability to work with multiple ERP applications



Improved communication with different entities and suppliers



Enhanced visibility on important invoice information with Esker's customisable dashboards



On-the-go invoice review and approval capabilities, thanks to the mobile application Esker Anywhere™



"Our AP process has significantly improved in the past eight months since implementing Esker. Our procurement operation business no longer worries about payment delays, reduced efficiency or supplier complaints."

Liu Yang | Purchasing Manager

"Esker has delivered amazing service and support. We are completely satisfied with the team's professionalism, patience and quick response times. We are looking into expanding our collaboration to Esker's Accounts Receivable solution."

Yu Bin | Purchase-to-Pay Process Manager

ABOUT HEINEKEN CHINA

HEINEKEN China, based in Shanghai, is a subsidiary of HEINEKEN, the world's most international brewer and leading developer and marketer of premium beer and cider brands. HEINEKEN employs over 80,000 employees and operates breweries, malteries, cider plants and other production facilities in more than 70 countries. HEINEKEN China delivers order-to-cash, purchase-to-pay, record-to-report processes to six legal entities in China.

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