

## CUSTOMER CASE STUDY

# Electrabel: “Reporting and supporting tool helping in operational analyses”

GDF SUEZ Energie Nederland is a leading energy player in the Dutch market. Besides energy producer, GDF SUEZ Energie Nederland is also energy specialist for the business market. In the consumer market, the organization operates under the brand Electrabel. GDF SUEZ Energie Nederland invests in all aspects of the energy mix by using new technologies to increase the efficiency of existing power plants; by building new, more efficient and flexible power plants and by investing in renewable sources such as onshore wind and biomass. GDF SUEZ Energie Nederland is part of GDF SUEZ, a global player in the field of energy services, water and environment.

### Every Angle Invoicing Cockpit at GDF SUEZ Energie Nederland

GDF SUEZ Energie Nederland has been using the Every Angle software for many years to filter through their data and find and fix this data easily and quickly. Recently, the organization decided that they wanted to report on their procurement processes' KPIs using Every Angle. GDF SUEZ uses SAP to support their complete Purchase to Pay process, because SAP ERP is best in class when it comes to storing and supporting Purchase to Pay master and transactional data. Because of the enormity of the system, however, business users sometimes lacked sufficient levels of detail when trying to build reports and gain insight into the process. They needed a management cockpit that could quickly and easily generate reports, so they asked Every Angle to develop an invoicing Cockpit DAP (Dashboard Accounts Payable) for GDF Suez Energie Nederland's business users.

### Implementation of Every Angle

The main focus of using the Invoicing Cockpit is on aligning every step of the purchasing process with the FiCo process, from receiving invoices, through to solving invoice discrepancies over payments to be made. Every Angle built the Invoicing Cockpit with out-of-the-box intelligence connecting existing objects such as: vendor information, invoicing, financial documents and organizational specific invoicing data.

### Management issues/challenges

GDF SUEZ Energie Nederland management was looking for solutions to a number of pressing challenges, such as:

- Proper overview of the entire process of receiving invoices through payments of these invoices (First Time Right)
- Overview of bottlenecks in this process due to errors in quantity or price differences
- Tracking and tracing of registered invoices
- Correct definition of when invoices need to be paid in order to meet suppliers' payment terms and agreements.

### Results

By adding all relevant fields from the Invoicing Cockpit, GDF SUEZ Energie Nederland is able to run the following reports in Every Angle:

1. A clear overview of the percentages of First Time Right Invoices
2. Precise details of the percentages of blocked invoices (due to quantity / price differences)
3. Lead times payment blocks: GDF SUEZ Energie Nederland was able to quickly determine whether a blocked payment was open for one week or one year
4. Percentages of “paid on time” invoices
5. Percentages of “parked” invoices
6. Lead times of “parked” invoices.



“ We are saving time in the invoice payment process but for me it is the insights in the performance and possible bottlenecks that matter the most. ”



**JOS HEMMES**

Manager Logistics at GDF SUEZ Energie Nederland

**Electrabel**  
GDF SUEZ

### Examples

#### • First Time Right

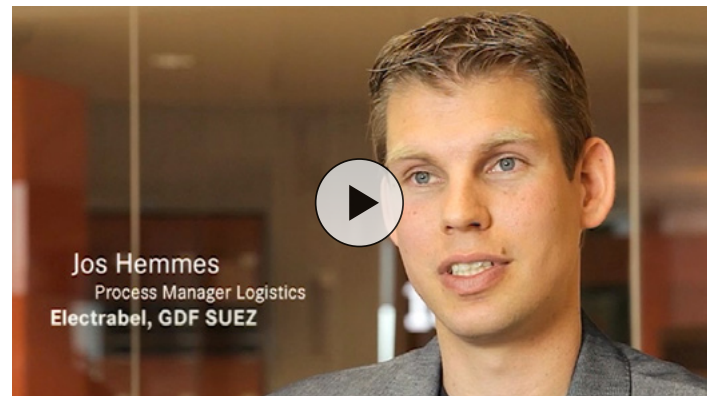
GDF SUEZ Energie Nederland now has visibility into the First Time Right performance related to invoices and the different invoice categories. With Every Angle, the business users are able to perform analyses on this performance and categories resulting in valuable information about vendor, internal performances and invoice statuses. The Every Angle software application on SAP allows GDF SUEZ Energie Nederland’s business users to pinpoint the bottlenecks in their payment process from purchasing to the actual payments. They can easily view the vendor or invoice category or even the combination of these two and drill-down to the specific invoices or financial documents that are causing obstructions in the process.

#### • Blocked invoices (due to quantity / price differences)

If there are discrepancies in invoices, these invoices will automatically be blocked. These discrepancies could be quantity related or price related. Whatever the problem is, it was not easily visible to the business users and they had to manually research the reasons for blockages, a complex and time consuming process. Using the Every Angle Invoicing Cockpit, business users formulate questions and get answers in seconds in one clear overview. They can drill-down to the root causes of the blocks, deal with these and get better insights into why the payments, invoices or vendors are blocked. When released, the invoices are ready for payment.

#### • Parked invoices

In order to meet both suppliers’ terms and agreements and closely monitor working capital, it is necessary to plan payments carefully. That is why certain invoices will be parked until further notice before payments will be made. However, when the decision is made to pay, the process has to allow for quick and accurate execution of payment. GDF SUEZ Energie Nederland uses the Every Angle invoicing cockpit to create overviews of parked invoices to ensure they don’t incur unforeseen costs due to late payments and to monitor lead times before they have to pay these invoices.



Jos Hemmes  
Process Manager Logistics  
Electrabel, GDF SUEZ

Jos Hemmes, Process Manager Logistics  
Electrabel: “Successful data migration, we removed garbage from our system”



**Every Angle**

Cross-process self-service analytics for SAP®

Every Angle’s self-service, cross-process analytical capability empowers organizations with new levels of actionable insight - enabling them to **‘know more and act faster’**. Every Angle provides real **understanding** of what is actually going on across the business (and why), enabling people to act early enough to **control** performance and drive significant financial **improvements**.