

KONE achieves major savings through smart thinking



"Lasernet has helped us cut costs significantly. It's flexible, easy and fast to use"

Benny Avenstrup
Process Change Manager
for Denmark, Norway and Sweden, KONE



About the company

KONE develops and supplies People Flow® solutions, including elevators, escalators, autowalks, automatic doors and gates.

They employ 52,000 people in 60 countries and serve more than 400,000 customers worldwide. They use the ERP system from SAP.

Results

- Savings of SEK 16 per invoice
- Fast document changes
- Individual country requirements can be met
- More professional invoices
- Greater flexibility



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'Smart thinking' is a way of life at KONE. For two years, they searched for an intelligent invoicing system. Then they found Lasernet, which has now been implemented in Denmark, Norway and Sweden.

As a global company with a shared ERP platform, local modifications can be a challenge. At worst, they can destroy the set-up somewhere else in the world or accidentally overwrite something. For this reason, modifications are subject to extensive approval procedures and testing before being rolled out across the board.

KONE Scandinavia kept receiving more and more formatting and layout requirements from their customers. They needed more presentable and user-friendly invoices that fit the recipients' formats. Not a simple task with the ERP system from SAP, which is relatively complex to modify.

Smart thinking

The KONE Corporation is constantly on the lookout for smarter ways to do things. Employees are encouraged to propose new business processes, known as 'The KONE Way'. And the best proposals become standard in all countries. Benny Avenstrup, Business Process Change Manager, saw the potential to improve both the layout and processes surrounding invoicing. "Lasernet seemed flexible and user-friendly and our Key Users could

provide support in all three countries and back each other up when someone was on holiday or out sick."

Flexibility and smarter processes

He was given special permission to implement a local solution, which generates invoices by email, print and E-invoice and enables internal approvals, thus avoiding an extended testing period. The new system makes it easy to meet individual customer requirements quickly in all three countries and to implement the employees' good ideas. The layout is also nicer and more user friendly, giving customers a better overview.

Major savings and satisfied customers

"We used to receive many requests and questions from customers. Now we don't hear anything. We consider this a good thing," says Benny Avenstrup, who continues: "By our calculations, we save around 16 kroner per invoice in Sweden alone. Lasernet has helped us cut costs significantly. It's flexible, easy and fast to use. You just place the elements where you want them and it's ready."

It's been fantastic!

"If we need help, Tabellae finds the time to help us, and we've received excellent support. That means a lot, because delays in invoicing are very costly. Tabellae is an excellent and reliable partner. It's been fantastic!"