



Neo One uses digital invoice processing with DocuWare to cut costs and accelerate growth



ICT. Am Puls der Zeit.

- Accelerates invoice management by 30%
- Automates repetitive data entry
- Simplifies approvals and provides instant overview into invoice status

COMPANY & CHALLENGE

Based near Zurich, Switzerland, Neo One designs and delivers modern business solutions, focusing on ICT, cybersecurity and data protection. The company serves small and mid-sized business, helping them migrate to fully digital processes. Neo One is growing fast, and plans to open a second office in January 2025, and expand its reach across central Switzerland.

As part of the business model, many of Neo One's incoming costs are goods and services purchased on behalf of clients. Being able to process supplier invoices rapidly and accurately, and in turn bill clients for those costs, is therefore essential to ensure healthy cashflow and to understand the true financial position.

"We regularly had to hire new staff just to handle all the paperwork and we quickly realised that we needed to find a new, more efficient solution," comments Fabian Müller, COO at Neo One.

"We wanted to automate simple, repetitive tasks to enable our qualified staff to focus on more meaningful and satisfying work. Scalable, digital workflows would help speed processing, cut costs, and be more environmentally friendly," explains Fabian Müller.



SOLUTION

Recommendations lead to DocuWare

Neo One evaluated the market and asked customers and friends for recommendations, and – on the basis of the suggested shortlist – invited vendors to present their document management systems.

“Often the product pitches and slides were very impressive, but when asking about details many vendors simply couldn’t actually provide the integration and features we were looking for to streamline our processes,” remembers Fabian Müller. “We knew DocuWare from previous jobs and customers, and the Ricoh team showed us that the customisable cloud solution would meet all our business needs.”

After comparing all the options, Neo One selected DocuWare Cloud 15 to automate its invoice processing. “DocuWare is a great product for a fair price,” confirms Fabian Müller. “In addition to the classic document management system, the solution is individually designed and developed for us to digitize invoice workflows and simplify accounts payable processes,

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NEO ONE



which was exactly what we were looking for. Generic document management systems were much more costly and would have needed more customisation.”

Neo One relies on Bexio, a leading cloud-based CRM and accounting solution for small and mid-sized businesses. To ensure seamless data exchange, Ricoh developed an integration to connect DocuWare Cloud and Bexio, enabling fully automated workflows.

“When we started the implementation project, we ran into a number of challenges,” says Fabian Müller. “The Ricoh team worked with us and our partners to solve any open questions, and build a flexible API integration solution that automates our manual processes.”

The implementation went from development to the live phase according to plan, despite some challenges that arose at the beginning. As the customised solution matured, the dynamic collaboration between Neo One and Ricoh intensified.

“RicoH really cares and provides outstanding, fast support,” adds Fabian Müller. “We were very pleased to get to know the support team in person too, it underlines the close and direct relationship RicoH has with its customers.”

BENEFITS

Delivering outstanding customer service

With DocuWare Cloud, Neo One now captures suppliers’ bills in electronic form and automatically populates the Bexio solution with validated data.

Fabian Müller remarks, “Our new paperless workflow is 30% faster thanks to DocuWare Cloud, helping to relieve pressure on our procurement and accounting teams significantly. We can approve supplier invoices quickly and track invoices much more easily with a real-time overview from anywhere at any time – from our main office, the home office, or soon our second office location.”

By including emails and other relevant documents with each invoice record, Neo One uses DocuWare Cloud as consolidated archive for invoices and correspondence. “The built-in text extraction and indexing is very useful for us,” explains Fabian Müller. “With DocuWare Cloud, we have everything in one place and it’s much easier to find invoices quickly and answer questions. We’re also adding receipts for incoming goods to DocuWare, which helps us to keep on top of deliveries and to streamline communications, so we can accelerate customer projects.” The faster supplier invoice processing was essential



to help Neo One scale up for further growth, and to capitalize on new cybersecurity and cloud business opportunities.

Fabian Müller concludes: "With automation provided by DocuWare Cloud, we can optimize our cashflow, gain closer insight into our finances, and – most importantly – focus on delivering our outstanding customer service."

ABOUT RICOH

Ricoh is a leading provider of integrated digital services and print and imaging solutions designed to support digital transformation of workplaces, workspaces and optimise business performance. Headquartered in Tokyo, Ricoh's global operation reaches customers in approximately 200 countries and regions, supported by cultivated knowledge, technologies, and organisational capabilities nurtured over its 85-year history. In the financial year ended March 2024, Ricoh Group had worldwide sales of 2,348 billion yen (approx. 15.5 billion USD). It is Ricoh's mission and vision to empower individuals to find Fulfilment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realise a sustainable future. For further information, please visit: www.ricoh-europe.com

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