



How **Coor** moved towards an end to end purchase-to-pay solution

“The team that manages the invoices on a daily basis no longer need to reinvent the wheel every day as the system learns by itself”

Eva Petré Rege
AP & AR Manager, Coor

Coor, a leading provider of facility management services in the Nordics, had struggled for many years with complicated processing procedures within the accounts department. After reaching breaking point the organization decided to replace their accounts payable system with an end to end purchase-to-pay solution.

Using a legacy solution it was forced to continuously adapt its former AP automation system, in order to process all incoming invoices. The constant customisations were making the system increasingly unstable and it was failing to keep pace with all new regulations and new needs that were arising, causing compliance issues for the business.

“Once up and running the Palette solution stores all our information, including templates, and processes, such as authorization approvals.

This means that we do not need to reinvent the wheel over and over again, freeing up time for other tasks”, says Eva Petré Rege, AP & AR Manager at Coor.

Project and product was decisive

“We searched for a flexible purchase-to-pay solution that could help us control purchasing, and secure supplier loyalty, that would also live up to our internal authorization framework, says Eva Petré Rege”, AP & AR Manager at Coor.



After a thorough evaluation process, Coor selected Palette – a solution which not only met Coor's technical and legal requirements, but also had a strategy for a smooth implementation and deployment:

“Palette had experience of carrying out projects of a similar size and complexity and they drew on this to develop a clear and realistic project plan for getting the solution up and running not just quickly but with minimal disruption”, says Eva Petré Rege.

“Invoice flows in Palette clearly display where invoices come from and where they are heading, which is very favorable in relation to closure. Thanks to the graphical overview of the authorization flow, it is easy for all collaborators within the organisation to re-route invoices and speed up the processing”, says Eva Petré Rege.

During the autumn 2018, Coor will continue to automate more processes with help from Palette, among them the management of recurring invoices.



Time savings through automation

Coor started to use Palette in November 2017, after an efficient and intense implementation project.

Following the go-live the business's accounts team can now feel confident that authorization rules are being met, that the system is flexible and agile and can be adapted without performance being affected. Furthermore they have peace of mind that costs automatically are being logged accurately to the correct cost account.

Coor Service Management

Coor was founded in 1998 and is today one of the leading facility management providers in the Nordics. The company deliver a wide range of services from solutions in property management, technical security solutions and energy optimization. Coor's sales are some SEK 7,500 m (rolling 12-month basis).

Customer: Coor

Branch: Facility management

Geographical area: Sweden, Norway, Denmark, Finland, Belgium, Poland and Hungary.

ERP: Agresso

Processes automated by Palette: Accounts payable including incoming e-invoices, supplier contracts, and purchase order matching. Possibility to manage account postings and invoice authorization from a smartphone.

Number of invoices/year: 400 000

Number of employees: Ca 7 000

