



Enhance your Business Process Management

A new and innovative way of exchanging documents with the goal to improve business communication for an ideal Business Process Management (BPM)

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Introduction

The world of communication is ever changing. Digitalization and All-IP are the prime motivators. Companies that want to compete in the altering environment need a strategy for using the digital technologies to gain advantage. The question is not: “**Should** I face new technologies” but rather “**How** should I face new technologies. Once engaged, businesses can create digitization USP’s (Unique Selling Points) and ultimately become more efficient, productive and competitive.

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Background

Not every company is a start-up that uses a communicative “green field” concept to build a paperless digital office right from the Cloud. The majority of companies, particularly those in the mid-size sector, have grown over the course of history and now use an established communication infrastructure. This raises the question as to how the existing communication infrastructure can most gently and effectively be migrated into the digital world without excessive cost and effort.

The optimization of business processes by automating manual tasks is a topic in which the new digital facilities can prove beneficial. A focus point should be the management of documents, which bears the most potential for optimization, particularly in the acquisition and processing of electronic documents. This again allows companies to automate time-consuming activities, which even includes complex business processes.

The advantage is obvious: Reduction of errors by switching to automated machining while simultaneously increasing the working speed.

Process Optimization Creates Saving Potential

Modern document exchange systems such as Next Generation Document Exchange (NGDX) offer the possibility to reduce the flood of paper documents that still circulate in companies as well as feed workflow management systems with data of electronic documents that was digitally transmitted. They can then further process the document, and allow the automation of business processes.

The range of services of modern systems for document processing comprises of the automatic acquisition and verification of documents, the extraction and provision of data from different documents as well as the mapping and automation

of cross-system process workflows. An often absent feature is the lossless, traceable and direct transfer of documents to another company or location. This is where NGDX comes in.

Acquiring and Checking Receipt Data

The littlest tasks can often cost a lot of time and, when combined, can be difficult to complete. A frequently used example when it comes to process automation is the acquisition and checking of invoices. Modern document processing systems that work with NGDX can significantly simplify these tedious tasks. Moreover, the digital and machine-readable transmission of all relevant invoice data eliminates manual entry and data can be transferred directly to the booking system. Errors caused by manual acquisition or incorrect analysis of the OCR system can thus be reduced. All this is done in seconds and includes all documents you want to digitally capture and process.

The use of digital documents allow companies to even advance further into the world of automation: A CRM is capable of collating sender data and bank details with data on the delivery note and the ERP system. If everything is correct, the invoice is forwarded to the accounting department who then triggers the payment. Hence, delay in payment, which may result in discount loss, can be averted. The system then stores the invoice and deletes it once the retention period has expired.

Approvals and Tasks

At times, documents need to be checked and/or approved manually. A common practice is to establish release workflows. Apart from saving a significant amount of time, these workflows provide a better way of monitoring documents than

Electronic Transmission of Invoices: E-Rechnung

In 2018, electronic invoicing will officially become the new European standard. In accordance with EU regulations, Germany passed a bill for electronic invoices (E-Rechnung), requiring public authorities to accept and process electronic invoices from November 2018 or November 2019, depending on the type of authority. However, it is not yet clear what the structure should look like and when the E-Rechnung will become the obligatory medium for public authorities- as is already the case in Denmark, Finland, Italy, Austria, Spain and Sweden.

those transmitted via E-Mail or on paper. Another benefit is that with NGDX, the scheduling of releases and other tasks is more precise and the workflow management automatically reports if a task is in danger of not being completed on time.

Deputy roles further ensure that tasks are not delayed, even if an employee falls sick. If so, these tasks are diverted and assigned to a deputy employee. The individual processing steps are logged and documented so that the current status of the process is always visible.

Automated Document Storage

An unpopular and often neglected task is managing the storage of documents. A document exchange system offers various possibilities to free employees from this activity as far as possible.

All documents transmitted according to modern standards are machine-readable. Thus, the information contained in the document is digitally available and can be used for further processing. This allows documents to be sorted by customer or insurance numbers. Similarly, all documents with a project number are automatically moved to the appropriate project folder.

As mentioned before, the endeavor is to free the employee from as many tasks as possible: Once they receive an invoice from a new vendor, they create a vendor file, allowing the Document Management System (DMS) to access information from within that file. Hence, future invoices originating from that vendor can be processed automatically and the vendor file is filled accordingly.

Use NGDX for all inbound documents and unburden your employees from the time-consuming task of manually processing documents. Once all documents are digitally available, gapless archives can be build and managed.

The Right Information at the Right Time

The automation of business processes with a document exchange system allows companies to be up-to-date at any time. This comes particularly handy in cases where information needs to be available quickly, such as in the area of manufacturing. Also, manufacturing files such as CAD/CAM are often subject to sudden changes. If the natural workflow is interrupted or not fully functioning, the entire process may be delayed and, in extreme circumstances, might even cause the production of a wrong article. These issues can be averted by implementing central workflows.

Blockchain as Digital Trust Engine for Compliance

Blockchain technologies not only allow and standardize the transactions of various assets (such as Bitcoin) but it also encrypts and saves information to a decentral location. Once a value is saved onto a Blockchain, it can no longer be edited or deleted.

Needless to say, the confidential data will never be fully stored to a Cloud. Merely the hash values are stored there. As the original content cannot be derived from these hash values, they are not valuable to fraudsters. The utilized Blockchains can either be available globally or can be released for a specific user group.

Electronic Transmission of Invoices: EU Standard CE 16931 (XRechnung)

CEN is the European organization for standardization. On 28.06.2017, the organization published standard 16931 for e-bills in two parts. Part 1 regulates essential components that should be found in an invoice (semantic data model). Part 2 regulates the valid syntax (UBL and UN/CEFACT).

The CEN standard allows two possible variants for the semantic data model: Compliant and Fully Compliant. In other words, Fully Compliant is the version without any deviations from the pre-defined standard, and Compliant does not violate any rules of the data model, but allows a "tightening", e.g. setting an optional field to a mandatory field.

The application specification (CIUS = Core Invoice Usage Specification) can be either Compliant or Fully Compliant.

Compliance Audits

Checking business processes are an integral part of compliance audits. At best, the examiner finds no compliance breach and the company may continue using the business processes until the next audit. These examinations are often costly and time-consuming.

When using Blockchain technologies, each business process gets a unique hash value. A single hash value may even be assigned to the entire process environment and saved to a Blockchain. Thus, for new audits, the auditor only has to verify that the current hash value is identical that of the last audit. If both values are identical, nothing has changed. This in particular saves a great deal of time and money!

Digital Trusted Engine

With Blockchain alone, it is particularly simple to trace data transactions, such as the exchange of documents. When, and by whom, was a particular product ordered and what arrangements were made regarding the payment? Which contract draft is the latest/final edition and by whom was it signed? By implementing unique hash values, every transaction can be precisely documented and traced.

Blockchain, in combination with NGDX offers even more possibilities. Because now, digital return receipts can be generated for business-critical documents. Furthermore, these documents can also be validated by comparing the hash values.

Conclusion

Many companies have potential for optimization, which can be exploited through digitization and process automation. Again, the technology of NGDX in conjunction with Blockchain forms the basis for an optimally functioning automation of business processes.

A hybrid document format (such as ZUGFeRD) ensures that not only human-readable content is made available, but also content that can be read and processed by machines. This opens up new opportunities for process optimization. Affine business units can use the new machine-readable format to automate workflows, while other organizational units can still work "conventionally". This enables companies to migrate to the new digital world at a speed that the company can cope with in order to stay on track with digitization.

Despite the progressive digitalization, the need for documents that can be used as evidence in court should not be underestimated. NGDX is based on a globally supported standard that has been classified as legally compliant and thus any document transmitted can be used in court.

NGDX provides an end-to-end encryption, meaning that both parties communicate directly with each other. As oppose to cloud services, no central unit is involved which might access, manipulate or even destroy data. Of course, this peer-to-peer transmission can also be encrypted or digitally signed to meet the highest security requirements.

Electronic Transmission of Invoices ZUGFeRD 2.0 (Factur-X)

ZUGFeRD 2.0 is a Fully Compliant accounting format according to CEN 16931 with syntax UN/CEFACT that has been passed by FeRD on 13.09.2017. Unlike version 1.0, it meets all rules and can be received and processed by all European administrations. There are two variants of ZUGFeRD 2.0: A pure XML format (like XInvoice) or a mixture of an XML and PDF format (hybrid invoice). As oppose to ZUGFeRD 1.0, where both versions were transmitted in a single file (thus not meeting the standard), ZUGFeRD 2.0 now transmits these versions individually. This means that, on the one hand, the rules of an electronic invoice are observed and, on the other hand, small businesses can use and process the PDF receipt.

About Ferrari electronic AG

Ferrari electronic is a leading German manufacturer of hard and software for Unified Communications. The OfficeMaster range integrates fax, SMS and voicemail into all existing email and application systems. The hardware seamlessly connects a company's telecommunications infrastructure with the existing information technology. Customers benefit from greater efficiency and streamlined business processes. In August 2014, Ferrari electronic acquired innoventif Ltd. and thereby expanded their portfolio by the OfficeMaster CallRecording solutions. Thus call recording becomes an integral part of Ferrari electronic Unified Communications solutions. Companies can optimize their sales department, service quality and other processes with a wellrounded system. Ferrari electronic with this move gains new opportunities, customers gain additional value. Research, development and support of Ferrari electronic AG are located entirely at the company's headquarters in Teltow near Berlin. A pioneer in computerfax since 1989 with the product „ferrariFAX“, Ferrari electronic remains market and technology leader in this area to this day. Today, more than 50,000 companies with approx. 5 million users utilize Unified Communications products by Ferrari electronic. The customer base includes companies of all sectors and sizes. Some of the more notable companies include Allianz Suisse, Asklepios Kliniken, Boehringer Ingelheim Pharma GmbH & Co. KG, EUROVIA, European School for Management and Technology, Griesson - de Beukelaer, Österreichische Kontrollbank AG, Stadthalle Wien and Techniker Krankenkasse.

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