AI-POWERED ACCOUNTS PAYABLE WORKFLOW AS A SAAS SOLUTION FROM THE MICROSOFT CLOUD

Image: insiders Technologies

Insiders partner free-com solutions GmbH from Austria offers a particularly user-friendly and flexible cloud service for processing and approving account payable invoices in the Microsoft Cloud. Integrating smart INVOICE enables the highest quality in document reading and, therefore, a high degree of automation. It is an innovative solution for accounts payable processing—from receipt to audit-proof archiving. Embedded in Microsoft 365 and readily available as SaaS (Software as a Service) from the Azure Marketplace, SMEs and larger enterprises benefit from the solution.

free-com

CUSTOMER
free-com solutions GmbH

COUNTRY
Österreich

HIGHLIGHT
Modern accounts payable workflow as a cloud service

PRODUCT
smart INVOICE | Insiders Cloud

free-com solutions GmbH – or free-com for short – has been developing and marketing solutions for document-driven business processes for medium-sized and large companies in the DACH region for more than 20 years.

Headquartered in Vienna, the provider automates checking, approval, and filing for important business documents such as incoming invoices, travel and expense reports, and orders.

"Solutions that give the user pleasure" is the company motto of free-com solutions. This may sound obvious, but it is often not. Many factors must come together for users to enjoy working with a solution.

The solution must be intuitive, easy to use, and fit well with the work process. It must also enable efficient work by automating routine tasks and implementing compliance requirements independently. This is especially true regarding details or individual cases - this is how a good solution becomes the best solution on the market.

CHALLENGES

- ✓ The quality of AI components determines the automation success of your solution
- ✓ The highest user acceptance requires very intuitive and fast operability
- ✓ Support for classic paper scans, PDFs, and e-invoicing formats
- ✓ Availability in the cloud and on-premises with a modern and flexible pricing model

AI ENABLES A HIGH DEGREE OF AUTOMATION THROUGH QUALITY

For intelligent, AI-supported document processing, free-com has used Insiders Technologies products for many years as powerful components for classifying, reading, and validating. smart INVOICE is integrated into free-com's solution for account payable processing.

The solution impresses with an end-to-end digital process from invoice receipt to archiving, exceptionally high flexibility in the design of the approval process, and a broad range of integrations with many common FIBU systems such as BMD, DATEV, Microsoft Dynamics 365, and SAP in all current versions.

At the start of the process, smart INVOICE first reads all relevant invoice data (header and item data) from the invoice with the help of AI. For free-com, it is essential for fast commissioning that smart INVOICE does not require any prior training for specific layouts and can already process all common invoice formats such as scans and PDF invoices as well as e-invoicing formats such as ebInterface, EDI, XRechnung or ZUGFeRD as standard.

The comprehensive compliance checks, as well as validity and consistency checks, also contribute to the solution's high process quality. smart INVOICE then forwards the data to the workflow engine, which can demonstrate its full performance, especially in the essential details.

The digital approval workflow – combined with Microsoft Teams on request – can be flexibly adapted to the company's requirements, is multi-level and multi-client capable, offers automatic account assignment proposals for material invoices, allows invoices to be split, and creates full transparency - including for audits.

CLOUD MODEL RECOGNIZED AND USED AS AN OPPORTUNITY

free-com recognized the potential of the cloud model for its customers early on. Small and medium-sized end customers do not have to worry about infrastructure costs and labor-intensive operations for the solution.

The application is also straightforward to put into operation with low initial investment and can be scaled flexibly. This is why free-com offers its customers the choice of deployment: as a SaaS solution from the cloud or on-premises. As a cloud service, the solution runs in Microsoft Azure and is particularly easy to obtain from the Microsoft Azure Marketplace.

BENEFITS FOR END CUSTOMERS

- ✓ Best possible quality in document reading
- ✓ The enterprise-level solution is integrated into an easy-to-use solution
- ✓ Future-proof thanks to the choice model between cloud and on-premises

"The project implementation was a lot of fun for everyone involved, and the user-friendly and extremely modern software solution made it possible for our employees to introduce it without much training or queries."

JASMIN DIZDAREVIC

HEAD OF IT, AT FREE-COM CUSTOMER WALTER BÖSCH GMBH & CO KG

"There are many components that can read information from documents, but Insiders is unmatched by the competition in terms of the quality of the results and automated checking and validation, as well as the user-friendliness of the verification process, and is constantly innovating. Our customers clearly benefit from this quality."

C H R I S T I A N   C E R N Y

MANAGING DIRECTOR,
FREE-COM SOLUTIONS GMBH

BENEFITS FOR FREE-COM

- ✓ Technologically and professionally leading AI components for document processing
- ✓ Simple integration in the cloud or on-premises
- ✓ Continuous further development secures the innovative edge

That is why it was important for free-com to have a partner in Insiders Technologies, which implements a clear cloud strategy and offers the components both on-premises and as a cloud service. The technical connection to smart INVOICE works flexibly and smoothly via a modern cloud API.

The formal and legal aspects of the cloud business are almost as important as the technical side. The Insiders Cloud also impresses with high-security standards and a proven contractual framework. This means free-com is not restricted in its flexibility and, therefore, future viability as a solution provider.

INSIDERS TECHNOLOGIES PROVES ITS WORTH AS A STRATEGIC PARTNER

As a software provider, free-com is constantly faced with the question of what level of vertical integration to aim for with its solutions. This always involves weighing factors such as dependency, added value, quality, capacity, expertise, and time to market.

With more than 20 years of experience in this field, free-com knows the market and the capabilities of the providers very well. With a view to its own claim to excellence—especially in customer-oriented detail—free-com consistently uses the best components.

The long-term partner also uses additional products from the Insiders Technologies portfolio to meet other customer requirements. smart ORDER, for example, is used in the order-2-cash process for order acceptance at companies in industry and logistics. Others use smart ORDER CONFIRMATION for order confirmations or smart DELIVERY NOTES for processing delivery bills.

Other aspects, in addition to a partner's product portfolio, are crucial for successful collaboration. With Insiders Technologies as a German provider, free-com deliberately chose geographical proximity. This facilitates high-quality cooperation in sales and support.

In its long-standing partnership with Insiders Technologies, free-com has always felt valued and on an equal footing with the manufacturer.

"We have been working in partnership with Insiders for a very long time and have a good basis for discussion, receive good partner support, and can count on our colleagues if we want to set up a POC together or solve a complicated problem for a customer", says Muhammed Al-Khoutani, Head of Sales at free-com solutions.

KEY FACTS

- ✓ Innovative solution provider uses state-of-the-art AI components
- ✓ Every year, several million documents are processed with the solutions from free-com solutions
- ✓ The solution makes daily work easier for tens of thousands of users

image: Insiders Technologies

INSIDERS CLOUD: SCALABLE, SECURE, HIGH-PERFORMANCE INTELLIGENCE

The Insiders Cloud provides all Insiders products as flexible cloud services - efficiently and individually configurable, secure, and scalable as required. All documents - from invoices to medical papers - can be recognized and evaluated across all industries using state-of-the-art AI technologies. This means that all scenarios relating to input management and customer communication can be implemented without lengthy projects, extensive installations, and costly investments in IT infrastructure. In production since 2017, the Insiders Cloud is used by companies and organizations of all sizes, such as BASF and Baloise, and processes millions of pages per year. Development and operation are certified by ISO/IEC standard 27001, as is the data center in Germany.

https://insiders-technologies.com/en/cloud

ABOUT FREE-COM SOLUTIONS

free-com solutions GmbH, headquartered in Vienna (Austria), digitizes document-driven business processes for medium-sized and large companies in the DACH region and creates solutions that are a pleasure to use. The company aims to offer the best solution on the market that meets both complex technical requirements and is easy to use. In doing so, it relies on its own developments to meet its own usability ideas and on proven components from strategic partners such as Insiders Technologies.

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ABOUT INSIDERS TECHNOLOGIES GMBH

Insiders Technologies is a technologically leading and market-established provider of software for Cognitive Process Automation. More than 5,000 customers from all industries rely on the innovative solutions of the product house from Kaiserslautern to optimize their document-centric business processes. As the most successful spin-off of the German Research Center for Artificial Intelligence (DFKI), Insiders has made it its mission to transform cutting-edge AI into real customer benefits. Thanks to the latest Deep Learning technologies, the software solutions understand heterogeneous content, extract business-relevant information, automate transactions and shorten response times. In doing so, the technological pioneering spirit and agility are a guarantee for continuous innovations and products on the pulse of time.

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