

# Less paper work, more value-added work



“ *OnBase is an easy and intuitive application which speeds workflows and saves time. It is simple to monitor the approval process rather than check dozens of e-mails with review and approval messages.* ”

Roxana Simion, Project Manager

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## The Customer

UPC Romania is one of the largest companies in Romania providing cable and satellite television services, high speed Internet and fixed digital telephony services.

UPC Romania is affiliated to UPC Broadband, the European division of Liberty Global, Inc. group, the leading international cable operator.

UPC entered the Romanian market in 1992 and in almost 19 years of activity on the local market, the company invested approximately one billion euros, thus becoming the biggest direct American investment in the country.

UPC Romania networks currently serve approximately 1,140,000 clients located in 200 cities.

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## Business Situation

UPC Romania wanted an electronic management system for its Contract Approval Flow (CAF) and Invoice-to-Pay processes which involved a large volume of documents and several sign-offs from various departments and responsables. From initiation to final sign-off, with numerous intermediary revisions, documents circulated on paper (Excel, Word), as well as e-mail, which meant successive prints and scans. People were loaded with paper, bottlenecks and delays in the circuit were inevitable, document changes and status were difficult to track.

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## The Solution

The OnBase solution implemented by Matricia at UPC for its Invoice-to-Pay and Contract Approval Flow processes electronically manages the approval of new contracts based on the CAF, the final contracts signed with suppliers, suppliers' invoices and the invoice approval flow based on the reception document.

The system is made up of 3 main components: an SQL database, DiskGroups that effectively store documents in native format (pdf, tiff, Word, Excel, txt, etc.) and the OnBase Application Server and Web Server that allow the users' access to the search and work interface. In addition,

## Challenge

UPC needed an electronic management system for its CAF and I2P processes to avoid paper load, bottlenecks and delays and to smooth the documents flow from initiation through revisions to final sign-off.

## Benefits

- Less paper work, more time to focus on value added work
- Automated processes following predefined business procedures and practices, increased efficiency
- Reduced risk of delays and human errors
- Secured and protected documents, ensured compliance

“ *The very good correlation between the software and the contracting procedure proves Matricia’s thorough analysis of our business needs. Their team has been a constant and reliable support throughout the project.*

Roxana Simion, Project Manager

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OnBase controls the users’ rights to ensure document confidentiality and authorised access only.

The application allows the capturing and indexing of documents which can be saved directly from Office or imported from Microsoft Outlook with an easy drag&drop. In the storage process, the Microsoft SQL server manages the access to documents, the system security and the full audit of documents (who has viewed, modified a document). Documents can be searched by keywords, attached notes or custom queries and navigation between documents is easy based on cross references (for instance starting from a contract, with only one click, we can see all related invoices). The system also allows a general view of all documents or an ad-hoc grouping with the option of allocating specific access rights. Documents can be printed, exported or attached to an e-mail from Microsoft Outlook and also saved and stored for backup on the Disk even if deleted from the interface.

This solution allows users to work efficiently, faster and accurately, while documents are managed and distributed in a controlled and automatic manner, following a predefined business process. For instance, the average CAF process is now reduced to only 4 days.

Solution advantages consist in:

- Less time spent with operating invoices (from reception to their operation in Oracle)
- Better visibility and traceability of invoices in the flow
- Original paper invoices reach the Finance Department only after the electronic sign-off of the Proof of reception
- Invoices and Proofs of reception are approved electronically requiring no more prints/scans of intermediary versions
- The invoice and Proof of reception are connected through cross reference
- The CAF form no longer needs to be printed
- The last version of the word document will be printed only after the electronic sign-off
- Contracts are no longer e-mailed for revision/sign-off, this is done electronically
- The CAF in Word format generates an html form in OnBase™ where values are captured as keywords and can be later used for searching and reporting.
- Digital signing is used for review and approval which guarantees that the content of a word document is not changed after sign-off.

#### For More Information

For more information about On Base and other solutions provided by Matricia Solutions, please access [www.matricia.ro](http://www.matricia.ro) or get in touch with us at [office@matricia.ro](mailto:office@matricia.ro) or +40 21 2326232.