OSG Let's go connect.

Optimize Your AP Workflows with the OSG Self-Service Portal

The Client

Siemens Corporation is a U.S. subsidiary of Siemens AG, a global technology powerhouse that has stood for engineering excellence, innovation, quality, and reliability for more than 165 years.

The Challenge

Siemens Shared Services LLC (Siemens) provides centralized accounts payable processing for more than 26 distinct operating companies that service over 90,000 suppliers and process over 2.4 million invoices per year. With this many suppliers and invoices, Siemens was dealing with 20,000 supplier inquiries per month. A sizeable call center was staffed to service the inquiry phone calls. Siemens' challenge was to find an innovative web-based self-service solution to significantly reduce supplier inquiries and related call center costs.

The Solution

Siemens conducted an extensive vendor analysis and selected OSG's Accounts Payable Supplier Self-Service and e-invoice Automation Portal. OSG provides a globally hosted suite of web-based accounts payable automation and procure-to-pay service modules, which are incrementally deployed in a phased strategy. A significant plus was that OSG's Supplier Self-Service Portal was already integrated with common ERP platforms, such as Oracle and SAP, and was based in the AWS Cloud. SAP is the accounts payable ERP environment of Siemens.

SIEMENS

Industry
Electrical & Electronic Manufacturing

Objective
To find a web-based, self-service solution for managing supplier inquiries

Solution
Implemented a phased best practice supplier e-invoice adoption strategy

The Results

Siemens and OSG implemented a multi-pronged best practice supplier e-invoice adoption strategy which included:

- Multiple webinar training sessions to suppliers as well as Siemens procurement and accounts payable staff
- Training and awareness sessions to accounts payable call center resources
- Targeted e-invoice submission messaging within purchase orders
- Electronic invoice submission within procurement contracts
- Phone and email-based awareness campaigns to targeted suppliers

PHASE 1: FIRST SIX MONTHS

OSG implemented best practice adoption techniques and Siemens aggressively onboarded suppliers into the supplier portal. **Siemens achieved 40 percent supplier adoption within six months**, resulting in improved supplier relationships. Suppliers gained self-service visibility into their invoice and payment remittance information 24 hours a day, seven days a week, 365 days a year. Suppliers are also able to download their invoice/payment data and submit electronic inquiries online. OSG automatically transmits and updates Siemens' centralized CRM, Remedy™.

PHASE 2: SUCCESSFUL ADOPTION

Siemens' next goal was to achieve 90 percent supplier electronic invoice submission through OSG's electronic invoicing service. **OSG's supplier onboarding and enablement services promoted awareness and training to Siemens' 90,000 suppliers**, with the goal of converting all manual paper invoices to a form of electronic invoice submission. Suppliers invoicing Siemens' many operating companies can submit electronic invoices through web form entry, copying a purchase order into an electronic invoice or uploading invoice data from within a spreadsheet. Suppliers can also submit electronic invoices directly from their billing system through EDI and XML industry standard formats. OSG further provides 'rules-driven' invoice validation ensuring invoices are 100 percent compliant with purchase orders prior to posting to the ERP. **Siemens has now reached and exceeded the 90 percent supplier electronic submission goa**l.

PHASE 3: OPERATIONAL AND SECURITY ENHANCEMENTS

Siemens added two-factor authentication to enhance external access to the portal. This process involves text messaging and email authentication codes for access. Single sign-on has been implemented to allow for additional security and ease of access for internal Siemens employees. This technology allows users to utilize their current Siemens network login.