

CASE STUDY - Buena Vista Home Entertainment

INDUSTRY · Distribution



AT A GLANCE

Client

Scandinavian company Buena Vista Home Entertainment AB, a subsidiary of the Disney Group, sells about 12 million DVDs per year, primarily to video stores and superstores.

Challenge

Achieve efficient payment flows and reduce costs by automating and streamlining the invoicing process.

Solution

StreamServe EDP enables Buena Vista to significantly reduce the amount of manual management for matching orders, deliveries, and payments.

Results

Buena Vista reduces the costs of producing invoices in their SAP setting by 40 percent, and facilitates more efficient payment flows within a high volume environment.

Buena Vista Home Entertainment AB gets a big payback with StreamServe®

Scandinavian company Buena Vista Home Entertainment AB is the first subsidiary of the Disney Group to use the StreamServe Enterprise Document Presentment™ (EDP) solution for efficient payment flows and flexible invoice management.

Given the results, others may soon follow.

“StreamServe EDP reduces costs by 40 per cent compared to the costs of producing invoices solely using our SAP business system,” says Robert Börlin, IT manager at Buena Vista. “The more types of documents we have, the greater the savings.”

“With StreamServe, we have a solution that can support us in our development of more advanced electronic communication with our customers and suppliers. We in the Nordic region are leading this trend within the Disney Group.”

Effective invoicing critical

Buena Vista has about 10,000 customers in Scandinavia. All Disney films sold in Scandinavia — around 12 million DVDs per year — are handled by Buena Vista, which sells primarily to video stores and superstores.

“Rapid film distribution is the key to this market,” says Mats Caneman, CEO of Buena Vista Home Entertainment AB. “So efficient invoicing procedures are growing in importance, as it means that we can concentrate on proactive services instead of spending time checking administrative information.”

Customer service inquiries spike when new titles are released, so it is imperative to achieve efficient payment flows when a high volume of invoices are being sent out, as problems can necessitate costly manual management.

Buena Vista needs to be able to rapidly develop and change its invoices so they wanted to avoid coding in SAP, and to use the invoice as an integrated part of its customer communication.

“With StreamServe EDP, we soon got the hang of invoice management and matching of orders, deliveries, and payments,” said Mr. Börlin. “We also dramatically reduced the amount of manual management required.”

“StreamServe EDP reduces costs of producing invoices by 40% compared to solely using our SAP system.

The investment has paid for itself many times over.”

— Robert Börlin, IT Manager,
Buena Vista Home Entertainment

“StreamServe provides amazingly easy management of invoices and credit invoices in SAP’s business system. Support for OMR has radically reduced manual work associated with invoice management. We can’t get support from our SAP system in such a flexible way.”

StreamServe pays for itself “many times over”

Buena Vista has been using StreamServe throughout Scandinavia since 1997. The technical transition to StreamServe took a mere two months. The company produced new invoice templates in StreamServe in just two days.

“There is no solution that can compete with StreamServe EDP when it comes to speed of implementation,” said Mr. Börlin. “It was profitable right from the start, so we didn’t need to do an ROI calculation.

“The fact that StreamServe EDP was able to be implemented so quickly means that it was easy for management to look at both the financial and operational advantages. We calculate that the investment has paid for itself many times over.”

Customer service improves

Work at the group’s customer center has also been improved by this solution.

“With StreamServe, customer services in our four countries will easily be able to access all invoices via an electronic archive,” said Mr. Börlin. “When a customer has lost an invoice we can e-mail it to them via StreamServe EDP while we have them on the phone. This is something that is not possible with our SAP system. It is, in fact, a small yet important step towards e-invoicing.”

Buena Vista sees a transition to e-invoicing with StreamServe EDP as a natural progression, primarily in Denmark, where there are laws that aim to steer companies and organizations towards electronic invoicing.

But the company is also looking at the possibilities of using e-invoicing for other sections of the Scandinavian market, thus putting Buena Vista Home Entertainment — with the help of StreamServe EDP — at the cutting edge of efficient invoicing within the Disney Group.

To find out more

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