

# Efficient payment flows for Buena Vista

Scandinavian company Buena Vista Home Entertainment is the first member of the global Disney group to use the StreamServe solution for efficient payment flows and flexible invoice management. The company is now also looking at the possibilities of using e-invoicing for sections of the Scandinavian market.

- StreamServe reduces costs by 40 % compared to the cost of producing invoices solely using SAP, which is our business system, says Robert Börlin, IT manager at Buena Vista Home Entertainment. The more types of documents we have, the greater the savings. We soon got the hang of invoice management and matching of orders, delivery and payment, and at the same time we radically reduced the amount of manual management required.

The company produced new invoice templates in StreamServe in just two days and has been using StreamServe throughout Scandinavia since 1997.

- StreamServe provides amazingly easy management of invoices and credit invoices in SAP's business system, Mr. Börlin continues. Support for OCR scanning has radically reduced manual work associated with invoice management. We can't get support from the business system in such a flexible way.

It is important to achieve efficient payment flows when high volumes of invoices are regularly being sent out to a large circle of customers, as problems can easily end up creating a need for manual management, which in itself involves higher costs. Buena Vista Home Entertainment's usual customers are video stores and superstores.

- The company has around 10,000 customers in Scandinavia. All Disney films sold in Scandinavia, around 12 million DVDs per year, are handled by Buena Vista. The invoice volume is quite high when we have so many customers and products, so the flow just has to function, continues Mr. Börlin. Fortunately the Nordic market is also doing pretty well compared with other markets where Disney is active.

One requirement for our activities is for rapid changes and development of the invoice as a business document to be possible. Buena Vista wanted to avoid coding in its business system and was instead able to use the invoice as an integrated part of its customer communication.

**“There is no solution that can compete with this one in terms of speed. It is profitable right from the start, so we don't need to do an ROI calculation.”**

The technical transition to StreamServe took two months.

- The fact that it went quickly means that it is simple for the management to look at both the economic and practical advantages, and we calculate that the investment has paid for itself many times over.

Work at the group's customer center will also be improved by this solution.



*Robert Börlin*

IT MANAGER,  
BUENA VISTA

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

Customer services receive a huge number of enquiries around the time of film premieres. When new titles are released the number of calls increases considerably.

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

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

- A lot of the invoicing is currently performed manually in Denmark compared with other Nordic countries. We hope to get started with e-invoicing very soon in Denmark and then also gain support for OCR management in connection with the transition, says Robert Börlin.

Buena Vista is at the cutting edge when it comes to digital developments and is leading development within the Disney group in this area. This means, for example, that the company's major customers use EDI for orders and invoicing to a much greater extent than in other markets.

- 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.