



KENDOX

MAIRINGER
HOLDING

MAIRINGER HOLDING GMBH

CASE STUDY

Mairinger Holding GmbH

Digitally processing incoming invoices and daily closing reports

Mairinger Holding is an Austrian general importer and an innovative wholesale and retail fashion house for the brand Marc O'Polo. For end customers, Mairinger sells fashion across over 15 subsidiaries, brand outlets, multi-brand stores and its online shop. The company also serves as a partner for over 70 franchisees and shop-in-store operators. Thanks to the document management system Kendox InfoShare, it was able to successfully digitise its workflow for processing incoming invoices. As a result, up to 90 per cent of documents and files can now be automatically processed, posted and archived. As well as saving significant amounts of time, this also enables longer-term benefits from switching to location- and time-independent processes using mobile devices.

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| Customer | <ul style="list-style-type: none">– Mairinger Holding GmbH– Head office: Ried im Innkreis (AT)– Network of over 15 subsidiaries– Online retail |
| Industry | Wholesale and retail textiles |
| Project | <ul style="list-style-type: none">– Digital approval process for incoming invoices with mobile approval– Integration with accounting solution– Legally compliant document archiving |



“Textiles are so much more than just fabric.” Equipped with this belief and a passion for exceptional fashion, Franz Mairinger became established as a general importer for Marc O’Polo in Austria in 1969. After the first Marc O’Polo pilot shop opened in the town of Ried im Innkreis in 1981, more and more new subsidiaries, franchises and shop-in-store concepts quickly followed. And the brand range increased correspondingly: Among other things, Mairinger grew over several years to provide general sales for Esprit in Austria. Today, Mairinger Holding incorporates both F. Mairinger GmbH and M&M Retail GmbH – with 13 of its own Marc O’Polo shops, 2 multi-brand stores and 1 brand outlet. Meanwhile, in the wholesale sector, it acts as a highly competent partner for 70 franchisees and shop-in-store operators in Austria.

The textile specialist Mairinger Holding has implemented a digital invoice approval process based on Kendox InfoShare. As part of this process, invoices are sent for approval using a central email inbox. Once the data in the document has been automatically extracted, the actual approval process begins. The process is accessible both via desktop and mobile devices. Accounting data is then transferred automatically to the accounting system, where the payment is finally triggered. The company is already planning additional integrations, including card readers for cashless payment systems and CRM connectivity.

“Searching on microfilms was a cumbersome task, and documents often took a very long time to archive.

As a result, documents were provisionally held in folders instead.”

Josef Wageneder, General Manager and Head of Finance, Mairinger Holding

WANTED: A SWITCHOVER TO DIGITAL WORKFLOWS

Invoices received by all sales branches are processed centrally from Mairinger Holding’s head office in Innkreis. Every year, it processes around 30-40,000 invoices and 50,000 end-of-day cashier reports (known as “sales slips”) from its subsidiaries. Josef Wageneder, General Manager and Head of Finance at Mairinger Holding, initiated the project with Kendox. His goal was to transform the previously paper-based invoices-received process.

Mairinger’s subsidiaries use Kendox InfoShare to digitally process received invoices and sales slips. Previously, invoices, bank notes, sales slips and other documents were only ever processed in paper format. Incoming invoices were checked by individual specialist departments and then archived across an unmanageable number of document folders. The fast-growing archive quickly became similarly unmanageable. The sales slips alone filled around 300 folders every year. In preparation for their eventual archiving, paper-based documents were converted to microfilm. “The process was very cumbersome,” explains Josef Wageneder. “Documents were generally archived very late, often only after two years or so. Since searching microfilms was so complicated, documents were provisionally held for a very long time in paper folders.”

The process for handling individual sales slips from each branch was even more complicated. These slips were posted to the head office on a weekly basis. There, they were checked, processed by the accounting department, and then archived in folders just like the invoices. It was therefore the financial department – and specifically the invoicing team – that kicked off the modernisation of the process. They expected a modern solution that would permanently simplify and streamline their work as well as making it more reliable.

A DECISIVE CRITERION: INTERFACES WITH EXISTING SOLUTIONS

A cornerstone of the new process had to be the ability to archive documents digitally in a simple format. When it came to integrating with existing IT solutions, the most important interfaces were the interface with the accounting software Mesonic WinLine and with the CRM software CAS genesisWorld. The management team also wanted a solution that enabled maximum flexibility in terms of the end device used, since off-site employees in particular use tablets and other mobile devices. Since Kendox InfoShare was able to meet both the technical and departmental requirements laid out here, the decision was ultimately made to go with Kendox.



"Kendox was also recommended to us as our partner for the accounting solution. Kendox had already realised multiple projects using this software and had the relevant experience. There were already mature interfaces between Kendox InfoShare and our existing accounting software, which was another important criterion for us in choosing this solution."

DIGITALLY PROCESSING INCOMING INVOICES AND DAILY CLOSING REPORTS

Today, a majority of the company's annual 40,000 invoices arrive by email. They are indexed by the system, automatically handed over to the accounting software, then posted. The vast majority of invoices are allocated automatically to an account, particularly if they come from one of Mairinger's primary suppliers. After preliminary allocation, the process takes the invoices through validation and approval before they are finalised and paid. Now that this process has been automated and digitised, over 50 per cent of all the invoices processed every year no longer need to be processed manually – making for a significant reduction in employee workloads.

In a second sub-project, a workflow was implemented for processing daily closing reports. The reports and any attachments are first digitised and processed in the individual branches. They are then made available at the head

office, where they are validated and automatically filed. They are then led through a process that sees the documents automatically handed over to the accounting system before they are posted in monthly batches. As with the invoices, this eliminates the need for manual allocation and posting of sales slips. Even so, the finance department still retains a reliable real-time overview of the company's liquidity status.



MORE BENEFITS FROM TRANSPARENT WORKFLOWS

In Josef Wageneder's view, the greatest benefit comes from transparency of processing. "When receiving invoices, the accounting team can now track the current processing status at any time. The preconfigured workflow makes processes simpler and faster."

Another very positive effect comes with archiving documents and searching for them at a later date. "When it comes to the sales slips, the benefit is that these documents are now already at the validation stage no later than the next morning. And individual reports are posted automatically, which really saves time for the accounting team. We're also saving on having to physically archive around 300 folders per year, just for the sales slips."

It is therefore also very important that staff can always track where a document is and what state of processing it has reached, since off-site employees very rarely visit the head office. Previously, they had to scan documents and send them in. Now, they can access documents at any time and take advantage of the simple and very fast search function.

RESILIENCE IN THE AGE OF WFH

“The whole switchover was extremely helpful during the first lockdown in 2020. Under the old method of working, we would not have been able to manage our invoices nearly as easily. Location-independent access and paperless processing were of enormous benefit when working from home.”

Josef Wageneder, General Manager and Head of Finance, Mairinger Holding

The benefits proved themselves even beyond the home office and lockdown phase, however. “Approval processes can now be completed anywhere, at any time,” explains Wageneder. This gives our users a very high degree of flexibility, particularly when working on mobile devices.”

The project also worked like a pilot for the company’s partners: “We have now been able to switch over 90 per cent of our suppliers, so that they send us invoices digitally. “Now a maximum of just 10 per cent of our invoices arrive in paper format.”

ABOUT KENDOX

Kendox are the experts in digital document management and process automation for offices and administrative bureaus. With years of experience providing solutions using its own in-house technology, Kendox works in particular with customers in industry and manufacturing, trade and e-commerce, services, and logistics as well as with public institutions, schools and universities.

Kendox's applications are supplied and operated in the cloud from the company's own virtual data centres in Germany and Switzerland. Its software solutions are based on forward-looking technologies and meet today's security and data protection requirements.

Kendox's document and process automation solutions integrate with Microsoft 365, leading ERP solutions and many other specialist applications. Thanks to Kendox's collaboration with other solution providers and integration partners, the Kendox software platform works in any number of diverse use cases.

Kendox AG is based in Oberriet, Switzerland. It has branches and sales and consulting offices in Oberhausen (Germany), Puchheim (Germany), Vienna (Austria), and Serbia, as well as other locations in Germany, Austria, and Switzerland. Together with its partner network, Kendox provides ongoing support to over one thousand customers.

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