

CASE STUDY

Process digitization at CANAL+ Polska SA





CANAL+ Polska SA digitalizes its accounting processes with WEBCON BPS

The CANAL+ Polska SA Group is a leading broadcaster of premium TV channels, as well as an aggregator and the second largest distributor of pay TV packages in Poland, with a share of 20.4% in the Polish pay TV market. The company, which is part of a French TV station, has been present on the Polish market since 1995. Currently, it has nearly 2.7 million subscribers.

In May 2020, CANAL+ Polska launched CANAL+ online, an innovative service designed to meet the growing demand for non-linear broadcasting. The service offers access to linear television and on-demand programs such as films, TV series, sports events, lifestyle, and content for children.

CANAL+ Polska is also involved in film distribution to cinemas through Kino Świat, which market share is 26.4%.

About CANAL+ Polska SA

Industry:
Television

Website:
<https://pl.canalplus.com/>

Region:
Europe

What were the business expectations of CANAL+ Polska SA?

To meet the company's underlying assumptions, CANAL+ Polska SA started to look for a solution that would reconcile their work on already ongoing projects with the readiness to implement changes resulting from the organization's strategy. In this process, the company was **supported by ArchiDoc, WEBCON's partner CANAL+ Polska SA** has been cooperating with for over 10 years in the field of document handling, including archiving, scanning, handling sales documents, and supporting the document handling process.

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We wanted to ensure that the electronic invoice workflow system we are implementing guarantees the confidentiality of the data contained in the processed documents. It was also very important to ensure that users implement individual steps on a timely basis and that the stage a specific document is at can be monitored, because both these things lead to a timely payment, and thus the financial security and reputation of the company.

Agnieszka Trąbińska

Accountant at CANAL+ Polska SA.

In addition, the electronic invoice workflow system was to cooperate with two other systems functioning within the company: the procurement system, used by employees to report and approve goods and services requirements, and the financial and accounting tool used to manage the company's finances.

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It was important for us that the electronic circulation of invoices should be integrated with the systems that are already in use and become one of the links of the existing process, while ensuring efficient data flow. We also wanted to obtain the function of creating all kinds of reports based on various parameters. We wanted each user to be able to generate a report tailored to their individual needs. The solutions built with the help of the WEBCON BPS platform, proposed by ArchiDoc, met our expectations, which settled the choice.

Dorota Kołodziej

the Corporate Governance Coordinator
at CANAL+ Polska SA and the business manager of the project

Project background:

- Three different workflows of accounting documentation
- Need to integrate with two systems operating within the company
- Need to frequently prepare reports
- Requirements for data confidentiality
- Monitoring the accounting processes



The WEBCON BPS implementation tailored to our needs

Step 1 - analyzing

The first step in the development of the invoice workflow automation system was the provision of the implementation specification by CANAL+ Polska SA. In the document, the contracting authority described the key parameters of the system in question. In order to better understand the needs and explain all the conditions, the customer and the system provider conducted workshops. Based on the conclusions, a summary of the pre-implementation analysis was prepared. That document described the precise assumptions for each of the processes to be implemented, from individual attributes, through the process model, to the assumptions and diagrams of integration with external systems.

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The individual workshop meetings took several hours and were organized every two or three days. The sessions were attended by the ArchiDoc's analysts and technicians, the project manager, and the business manager, the representatives of business departments of CANAL+ Polska SA, as well as the suppliers of the systems already used in the company. Finally, after the completion of the cycle of 10 meetings, we worked out the pre-implementation analysis.

Rafał Guzowski

Head of IT at ArchiDoc from the OASIS Group

Step 2 - implementing and integration

After CANAL+ Polska SA purchased the necessary licenses for the WEBCON BPS platform, the implementation of the system began.

The biggest challenge facing the company was the integration of the tool with the procurement system and the financial and accounting tool. In the first case, the integration was based on web services, while in the latter, on databases and communication tables.

Step 3 - testing

The first tests began after about 3 months, still in the development stage. The project team members verified the operation of individual elements of the electronic invoice workflow automation system. After a few weeks, end-users began the testing phase. As part of the tests, the team checked both the correct operation of the complex integrations of the platform with other systems and various scenarios of working with the tool. In the end, more than 100 test variants were examined. The system also passed the required safety tests in accordance with the restrictions of CANAL+ Polska SA.

Step 4 - the new electronic invoice workflow automation system starts

After a few months of intensive work, the electronic invoice workflow system began to operate. Appropriate training was carried out and the users were given the prepared guide with detailed instructions



Three important needs – three different workflows

Three workflows were created in the electronic invoice workflow Automation system built for CANAL+ Polska SA: the basic one for all cost documents, the second for cost documents related to employees, and the third separate workflow where management-related documents are processed. Access to the workflows is defined by appropriate permissions granted to employees.

WEBCON BPS functionalities at CANAL+ Polska SA:

- electronic invoice workflow:
 - basic workflow for all cost documents,
 - second workflow for cost documents related to employees,
 - third workflow for management-related documents,
- adaptation to the financial and accounting system and procurement system;
- scanning and recording invoices;
- verifying, approving, and archiving invoices after payment;
- system notifications about pending tasks for users.

From scan to archive

– a step-by-step flow of invoices

The invoice workflow process at CANAL+ Polska SA starts when a document (or its scan) is visible in the network resource monitored by WEBCON BPS, and then...

1. The system automatically reads the content of the document using the smart **Optical Character Recognition (OCR)** technology, which is one of the characteristic features of the WEBCON BPS platform.
2. The data acquired in this way is automatically entered into the relevant forms and compared to the databases.
3. If everything is correct, the invoice goes to the content-related verification. At this stage, it is also linked to the relevant document in the procurement system.
4. In the next step, the invoice goes to the accounting department where it is formally verified by the accountants. At this stage, the WEBCON BPS platform automatically checks whether the issuer of the invoice is on the 'white list' of taxpayers of the Ministry of Finance and whether it is an active taxpayer. Once the verification is complete, the invoice is sent to the financial and accounting system.
5. WEBCON BPS communicates with the financial and accounting system operating at CANAL+ Polska SA to transfer the header and items of the invoice together with the budget lines taken from the procurement system for which the given cost should be posted. Then it waits for information about whether the invoice has been paid.
6. After receiving feedback, the WEBCON BPS automatically archives the invoice.

PROCESS DIGITIZATION AT CANAL+ POLSKA SA

500 satisfied WEBCON BPS users at CANAL+ Polska SA:

The implementation of the workflow application has brought benefits to CANAL+ Polska SA on three levels. Firstly, the costs related to the processing and archiving of paper invoices have been reduced. Secondly, a workflow was built to make the company certain that documents are safe and the archive itself is transparent. The accounting department of CANAL+ Polska SA has gained better control over how documents are processed and what stages they are currently at. Thirdly, the electronic invoice workflow system has accelerated the processing of invoices and the preparation of necessary reports.

The document circulation system at WEBCON BPS has been aligned with the colour scheme and terminology used at CI of CANAL+ Polska SA, which makes onboarding easier and working with applications more intuitive.



The main benefits of implementing the WEBCON BPS platform from the perspective of CANAL+ Polska SA:

- replacement of paper-based invoice distribution and the possibility of electronic archiving;
- reduction in costs related to the processing and archiving of paper invoices;
- efficient and safe circulation of cost invoices;
- full and transparent documentation of expenditure;
- easy linking of invoices to documents in the procurement system containing the acceptance of the expenditure incurred;
- streamlined flow of invoices between the business departments and the financial department;
- faster invoice processing and minimizing the risk of late payments;
- automated data entry from invoices into the system with the OCR tool;
- financial and reputational security of the company.





APPROX. **1500** INVOICES
PROCESSED PER MONTH



APPROX. **75** INVOICES RECORDED
WITHIN 24 H



APPROX. **500** SATISFIED
USERS

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The accounting department is not the only department of our company that sees the advantages of electronic invoice workflow. Other users also constantly emphasize that the system has not only facilitated the process of transferring invoices to the accounting department but also provided quick and simple access to all the accounting documents of their suppliers, regardless of the stage the invoice is at, including the most important information for them – whether the invoice was paid.

Dorota Kołodziej

Corporate Governance Coordinator at CANAL+ Polska SA
and the business manager of the project.



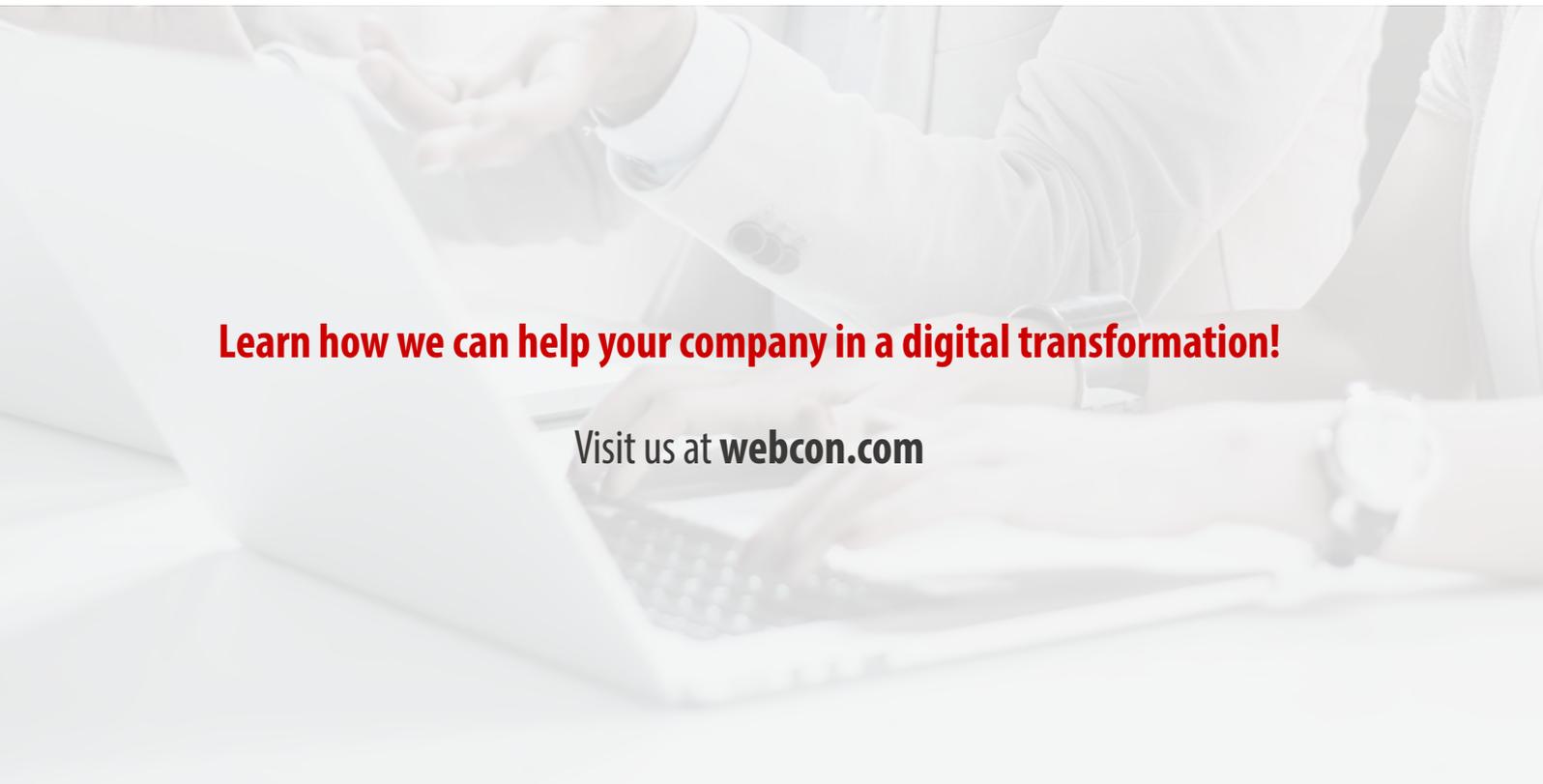
About WEBCON BPS

WEBCON BPS is a comprehensive low-code solution for electronic document circulation and digitalisation, automation and business process management.

WEBCON BPS allows firms to work more efficiently, make better business decisions and generate savings from better process management. With business applications built on the platform, organisations can continuously optimise their processes, automate repetitive tasks and go paperless - effectively using IT to support existing and implement new business models. Through automation and digitalisation, companies bring new quality to everyday operations and business management.

WEBCON clients estimate that, thanks to **WEBCON BPS**, they are able to address over 90% of business needs and scenarios – from simple operational support to ones critical to their business's continuity – through one platform.

Over 650 firms and corporations all over the world have chosen **WEBCON BPS**.



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