

Hotel and Tourism Industry  
Digital Invoice Approval with Therefore™

# APPROVE ANY INVOICE ANY TIME ANYWHERE

The DSR Hotel Holding, headquartered in Rostock, combines various activities in the hotel and tourism sectors. It includes the A-ROSA- and ajaResorts. Using Canon's document management solution, Therefore™, all invoices can be audited centrally. Today, the responsible employees have access to all incoming invoices both on site and at the headquarters in Rostock. This has significantly reduced processing times. In addition, all documents for audit can now be provided quickly and easily.



Customer: DSR Hotel Holding  
Branch: Hotel and Tourism  
Founded: 1993  
Headquarters: Rostock, Germany  
Website: [www.dsr-hotel-holding.de](http://www.dsr-hotel-holding.de)

## The Challenge

The A-ROSA resorts include various exclusive hotel locations, for example in Travemünde, a resort on the Baltic Sea, or Kitzbühel, Austria. „We have been expanding in this market for many years and are therefore striving to centralise processes such as accounting,“ says Raimund Stodt, Head of IT at DSR Holding in Rostock. Around 1,600 employees are currently employed in the hotel business of the holding, of whom around 400 are also IT users. In the locations distributed across Germany and Austria, the invoices of suppliers and service providers were approved and settled in the respective hotels. „For this reason, we did not have a complete overview of all bookings within the holding company at our headquarters. In addition, it was only possible to answer questions on individual bookings from our centrally organised controlling department with a great deal of time and effort. The same applied to the provision of vouchers for our auditors,“ says Raimund Stodt, outlining the processes that were common in the past, in which the local post office of a hotel was the central hub between accounting, management and department heads. These processes had to be changed step by step. In addition, all existing Canon multifunctional devices were to play a central role in the transition.

**Canon**

## Solution

As Canon has been DSR Holding's partner since 2010, both companies have been in constant dialogue about complementing the existing imageRUNNER systems with a document management solution. „We compared DMS solutions with Therefore™ from Canon, and after the success of the first pilot project, we gradually switched the incoming invoice processing in all resorts to Therefore™,“ says Raimund Stodt. In addition, all suppliers and service providers were asked to send in their invoices via e-mail. Today 80 per cent are received electronically. In accordance with legal requirements, sending an invoice to a defined mailbox is sufficient for secure processing. All invoice addresses in the central accounting department are thus assigned to a hotel or resort. „Employees on site or in Rostock can access them online, as they work in a uniform domain, which makes handling very flexible,“ says Raimund Stodt. Thus, each invoice is automatically assigned for processing after an invoice has been received or scanned. An intergration to the financial accounting solution hosted in a datacenter was set up specifically for this purpose. „These workflows can also be set up and used again and again for new hotels. Creating new clients is much easier for our accounting department than before,“ says the IT department manager.



Raimund Stodt, Head of IT,  
DSR Holding Rostock

„“ Over the years, we have successfully implemented the centralisation of incoming invoice processing with Therefore™. Today, our accounting department has an overview of the processing status of all invoices. Completed processes can be traced and quickly and researched at any time. We implement Therefore™ and Canon multifunctional systems directly at all new locations, which is possible with little effort due to the existing workflows.

## Advantages

Therefore™ offers many advantages to DSR Holding with its growing number of resorts. On the one hand, invoice verification and approval have become much easier for all parties involved and there is a clear time advantage in everyday life with a volume of around 60,000 documents per year. The local checks have been eliminated, and access to Therefore™ ensures independence in terms of time and space. Workflow failures due to holidays and illness are avoided. „We have thus achieved the desired optimization of our processes for processing incoming invoices. Today we also manage employment contracts, personnel files as well as contracts and master files digitally with Therefore™,“ says Raimund Stodt with satisfaction. Last but not least, the research effort has been considerably minimized in response to inquiries from the auditing company. The continuous growth within the holding company is better supported in this way. Each approval via Therefore™ is final, so thanks to the automatic data transfer no new approval steps are required in the financial accounting software. Thanks to the largely e-mail-based processes, the need for physical archive space has also fallen drastically. DSR Holding has created one of the largest Therefore™ installations in Germany.

The Canon logo, consisting of the word "Canon" in a bold, red, sans-serif font.

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