

# The Adecco Group

Case Study

**TUNGSTEN**  
**AUTOMATION**

**A** | THE ADECCO GROUP

## Case Study

# The Adecco Group

The Adecco Group is the world's leading talent advisory and solutions company. With a belief in making the future work for everyone, it enables more than 3.5 million careers every day. It skills, develops, and hires talent in over 60 countries, enabling organisations to embrace the future of work. As a Fortune Global 500 company, Adecco leads by example, creating shared value that fuels economies, and builds better societies.

### The Challenge

For a business processing tens of thousands of invoices every week, time is critical, and Tungsten's customer service team supports Adecco where others can't. As Elisabeth Doppelhofer, Interim Head of Shared Services at The Adecco Group explains, "other suppliers don't offer a dedicated account manager. You have to go to a help desk and hope someone responds! If you have a delay of two or three days on invoices worth £1m or £2m, that has a big impact on your cash flow.

We're in recruitment and pay our workers every week. Therefore, we need to be able to bill our customers as quickly as possible to recoup those funds. A billing delay of one week on 25,000 invoices has a huge impact."

98%

invoice accuracy

>27000

staff invoicing needs

Fewer  
Delays

protects cashflow

Greater  
Visibility

throughout the process

## CUSTOMER SNAPSHOT

**INDUSTRY** Recruitment

**COUNTRY** UK & Ireland

## KEY OBJECTIVES

- Reduce delays in receiving payment
- Improve invoice accuracy
- Improve process efficiency and visibility

## RESULTS

- Fewer delays during the payment process
- 98% Acceptance on first submission
- Instant visibility over invoice acceptance or rejection

## Solution

Elisabeth and her team are now achieving a 98% acceptance rate on first submission on all their invoices. This means these invoices are accepted with no changes and paid to terms.

“As soon as an invoice is sent across, we know straight away if it is accepted or rejected. That may sound quite basic – but you do not get that insight with other forms of invoicing.”

“We’ve found that, with Tungsten, we don’t have to credit and rebill if there’s an error. This saves time and effort, and it’s so efficient. Time spent on the Tungsten account is minimal, as always we have all the information we need at our fingertips.”

## The Impact

“Today”, says Elisabeth, “when a client says they want an invoice via Tungsten Network it’s as easy as saying I need an invoice via email. We know all the requirements and setting it up is straightforward. It takes a couple of weeks at most, and the benefits you get once the system is set up outweigh everything else.”

Elisabeth puts the success of Adecco’s relationship with Tungsten down to mutual understanding.

“We met with the Tungsten team early on and through that understanding of each other’s business we have built the basis for great customer service.

Summing up, Elisabeth said, “I hear nothing from my team about Tungsten – that means it’s working well. The job of my team is to tightly balance our cashflow. It’s mission critical. Tungsten enables us to achieve this.’

“Speed and ease are critical for us, and Tungsten is excellent in Customer Service. We work with a few of the large suppliers of invoice management – and they are all very comparable in the actual functional service that they offer. But none of the others offer the same Customer Service that Tungsten offers. It’s on a higher level.”

**Elisabeth Doppelhofer,**  
Interim Head of Shared Services

## About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

To learn more, visit [www.TungstenAutomation.com](http://www.TungstenAutomation.com)

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