

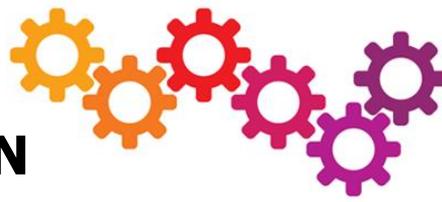
## IMPLEMENTATION OF A **WORKFLOW CLASS** IT SYSTEM IN **FARM FRITES POLAND S.A.**



FARM FRITES WAS FOUNDED IN 1971 AS A FAMILY BUSINESS, WHICH IT REMAINS TO THIS DAY. IT IS THIRD THE BIGGEST COMPANY MANUFACTURING POTATO PRODUCTS. FARM FRITES POLAND SA WAS CREATED IN 1933 AS A BRANCH OF JOINT VENTURE OF TWO DUTCH PRODUCENTS: AVIKO B.V. AND FARM FRITES B.V.

PRESENTLY, THE COMPANY EMPLOYS OVER 200 WORKERS AND THE NUMBER OF USED POTATOES REACHES 200,000 TONES. THREE MODERN FARM FRITES' LINES ENABLE THE PRODUCTION OF OVER 35 DIFFERENT PRODUCTS, E.G. FRITES, AND POTATO CAKES, WHICH ARE DELIVERED TO CLIENTS WORLDWIDE.

# SCOPE OF IMPLEMENTATION



## ANALYSIS OF THE EXISTING STATE

The subject of the project described herein is the improvement of the cost obligations management process, by virtue of the implementation of an appropriate IT system supporting it. Hitherto, the management of cost invoices in the Farm Frites company has been realized manually. Documents in paper form were forwarded between employees "from hand to hand" for the purpose of substantive description and acceptance, as well as booking in the ERP system. However, according to the company's management team, it was too laborious and inefficient.

In order to enhance the realization of activities connected to the management of cost invoices, Farm Frites decided to implement a system for business processes management. The implementation was aimed at supporting the management of cost obligations (electronic flow of invoices) and, in the future, other business processes. After getting familiar with the range of Workflow/BPM class systems' offers, Farm Frites company decided to make use of the services which met all their requirements. It was Suncode company's solution - the Plus Workflow system.



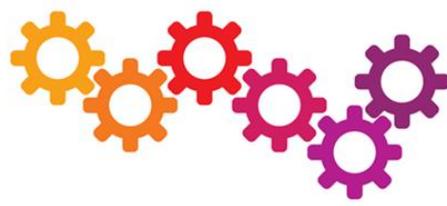
## APPLIED SOLUTIONS

The main objective of the project was to launch an IT system of the Workflow class supporting the electronic management of cost invoices, which guarantees efficient, quick and punctual process realization and flow of documents. The project implementation consisted of a number of activities, from analysis to the system's launch. All of that, however, lasted approximately two months. Moreover, the Suncode implementation team, in cooperation with the Farm Frites representatives, created a model of cost invoices circulation process in the company, presented in the form of a process map. Subsequently, the Plus Workflow system, along with the created model of the process, was implemented. What is extremely important, the Plus Workflow system has been integrated with the QAD ERP system. It resulted in the streamlining of the invoicing process and shortening its duration. Furthermore, it compensated the time necessary for activities arising out of manual data rewriting to the next system. The implemented system is used by the employees in two locations: in the factory in Lębork, and in the potato storage in Nowa Wieś Lęborska. Thanks to access to the application via a web browser, within their own secured computer network, process participants may perform their tasks at any time, regardless of their actual location.

After the implementation of the Plus Workflow system, the tasks related to the approval of incoming invoices are realized automatically.

The process of invoices registration begins with its registration by an accountant in the QAD Application Suite system module. During the registration in the QAD Application Suite, an invoice automatically receives a unique number, which is printed and stuck on the first page of the document. The printed label contains a special number associated with the invoice data entered during its registration in the QAD application. Afterwards, the document is scanned and sent to the Plus Workflow system. On that basis, the process of the electronic flow of invoices is launched.

# SCOPE OF IMPLEMENTATION



In addition, based upon the barcode, all invoice data is downloaded from the QAD Application Suite to the Plus Workflow system. This significantly accelerates the process, as employees do not burn daylight rewriting the data. After the registration, the invoice is forwarded for substantive approval, whose purpose is to check it in the terms of formality and accountancy. Then the task is transferred via the system to the approval of the supervisor or other designated person at a higher level of the organizational hierarchy. The accepted invoice, therefore, is sent to the accounting department, where it is checked and then accounted for. The tasks are sent to individual participants of the process automatically through the Plus Workflow system and are visible after logging in to users' inboxes in the form of tasks to be performed. This ensures the efficiency and convenience of work.

- establishment of appropriate access levels for the authorized people in the company, which ensures confidentiality and security of documents,
- the possibility of fast task searching in the system and checking its status,
- the possibility of generating various types of reports and summaries,
- better process organization.

## BENEFITS OF IMPLEMENTATION

Suncode stepped up to the plate, and successfully designed and implemented the process of the electronic flow of invoices in Farm Frites company. Thanks to the introduced solution, the company achieved many benefits, such as:

- the automation of cost invoices management process - a scanned document is sent between the employees in an electronic form without a delay,
- elimination of the possibility of the documents' damage, loss or illegible description,
- the possibility of monitoring the stage of invoice realization, and finding of the document in the system from the position of the appropriate view/report of electronic archive
- elimination of the redundant tasks related to the manual forwarding of the invoices and data entering,
- shortening the time of the cost invoices management due to the process automation,
- enabling the process to be performed regardless of the employee's location; the users may access the system via selected web browser,

*Farm Frites put its faith in Suncode employees' knowledge and experience commissioning the design and implementation works, both during and after the system's implementation. Moreover, we also received huge programming support from the Farm Frites' specialist of QAD application. By virtue of this, the integration of the Plus Workflow system with the QAD Application Suite proceeded effectively, and the cooperation of both systems during the process of cost invoices management flows smoothly.*

Adam Kaczmarek, Implementation Manager,  
Suncode

