

» Basware Corporation

Globally Consolidated Customer and Support Processes

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How to improve spend control, compliancy and gain cost savings? »

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Our Philosophy Invoice Automation Procurement Contract Lifecycle Management Planning & Reporting

Customer profile

Basware provides solutions for two key financial processes – Enterprise purchase-to-pay and financial management. With over 1,500 clients and 850,000+ users in more than 50 countries, Basware is the global leader in purchase-to-pay solutions. The company's goal is to develop solutions that meet customers' needs and contribute to their business success. Founded in 1985, Basware is a leader in its field, with more than 850,000 end users and 20 years of experience in financial software development. Over 1,500 organisations in the private and public sectors have chosen Basware to automate their financial processes.

Enterprise Purchase to Pay and Financial Management

Basware is the global leader in Enterprise Purchase to Pay and Financial Management solutions. Over 650,000 users depend on Basware software to automate business-critical financial processes. Founded in 1985, Basware Corporation is a public company listed on the Helsinki Stock Exchange.

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BASWARE EVALUATED AS A LEADER OF THE ELECTRONIC INVOICE PRESENTMENT AND PAYMENT

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BASWARE RESOURCE CENTER

Solutions for Financial Process Automation

Invoice Automation | eProcurement | Planning and Reporting | Data Capture | Basware Connectivity

Meeting in Basware Corporation is below 5%
12 Feb 09 Resolutions of Basware Annual General Meeting
17 Apr 09 ProcureCap Indirect 2009, Amsterdam
11 May 09 Shared Services and Outsourcing Week 2009, Stuttgart

MATERNA
Information & Communications

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How to improve spend control, compliancy and gain cost savings?*



Our Philosophy



Ethics Automation



Procurement



E-Invoicing



Planning & Reporting

Initial situation

In 2003, the international software company Basware wanted to standardise their customer support operations. They wanted to find a system they could use for various customer support processes also in the future. Scalability was important in order for Basware to be able to use the same system and maintain their credibility and functionality also when the amount of users would grow.

Before implementing the company-wide system Basware used several different ways of dealing with customer support processes in different countries. In some offices they used an appropriate tool, but some were only using email and phone for customer support.

Implementation

Basware had chosen MATERNA to implement the customer support project on the basis of Remedy Action Request System (BMC Software). Basware is using the solution in everything from customer interface to product development. All the support requests concerning the products as well as the product requirements are managed by the system. It serves Basware throughout all their operations.

Customers reach the system by calling or sending an email to a local helpdesk, which then automatically connects them to the system. There are about 3,000 external support requests per month.

With the help of the customer service solution, the phases in different processes can be followed in real time. Basware has exact knowledge of how many customer support requests they have and with whom.

Advantages

- Globally consolidated service and support processes
- Exact knowledge of the amount and destination of customer support requests
- Customer project documentation in one system
- Phases in different processes can be followed in real time
- System can be modified easily for various processes
- Measuring and reporting was enabled