

# GPS AG digitally transforms accounts payable

Oil services specialist Global Petroprojects Services AG increases efficiency and streamlines business processes with HP Intelligent Workflows



INDUSTRY:  
Oil and gas



COUNTRY:  
Switzerland

## Objectives

- Improve efficiency of invoice approvals
- Replace manual, time-consuming processes
- Increase visibility and tracking

## Approach

- Deploy HP Intelligent Capture and HP Intelligent Workflows
- Digitize invoice capture and streamline approval processes
- Provide dashboards with visibility of payments status

## Business Outcomes

- Accounts processing and payments accelerated by 76%
- Increased workflow efficiency by 64%
- Improved tracking and auditing for purchasing
- Improved end-user adoption and employee satisfaction
- Supported growth with flexible, scalable solution
- Established a platform to drive future digital workflows



# 32,000

global Saipem staff

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# 120

group companies

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## Objectives

### A dramatically changing business

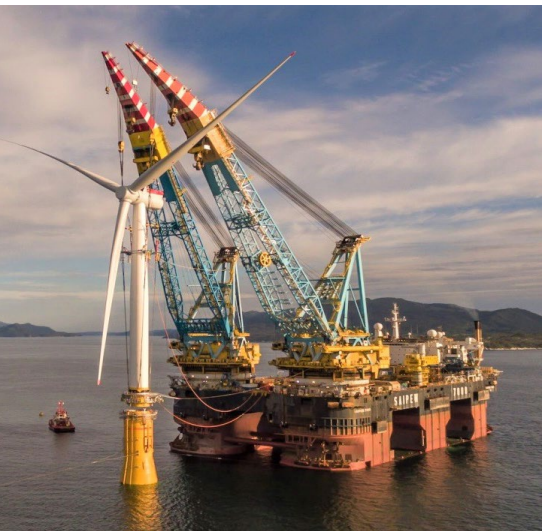
Italian multinational Saipem is one of the world's largest oilfield services operators. The advanced technology and engineering business was founded in 1957 and specializes in the construction of platforms and onshore and offshore drilling infrastructure.

It is an industry giant, employing a total of around 32,000 staff across some 120 different group companies. Global Petroprojects Services AG (GPS AG) is part of the group and acts as a global recruitment company for Saipem. The mission of the Zurich-based subsidiary is to select, recruit, train, develop and retain skilled staff for Saipem's global workforce. For a business the size of Saipem, this is a significant responsibility and a substantial operation. Personnel are sourced worldwide and include some 80 different nationalities over five continents, requiring a range of purchasing and related administrative activities.

"We focus on HR activities for the whole group," says Marcello Cavaliere, Regional Europe IT and Overseas Facility Coordination Manager at GPS AG. "From research and recruitment to training and development, we handle the full cycle of employee onboarding."

As with most other businesses, GPS AG has accounts payable processes that involve the tracking, approval and payment of supplier invoices. This was previously a largely manual task that involved scanning, copying and printing physical documents. It was a time-consuming system that worked well enough, but Cavaliere saw clear opportunities to embed digital-first processes and workflows to improve efficiency and agility.

"Our business is changing dramatically. Static processes are no longer good enough; our operations are very dynamic," he says. "We wanted a solution that would provide traceability, separate key roles and responsibilities and enable effective monitoring."



**"We wanted a solution that would ensure traceability, separate key roles and responsibilities and enable effective monitoring."**

Marcello Cavaliere, Regional Europe IT  
and Overseas Facility Coordination Manager, GPS AG



“Overall, HP Intelligent Capture and Intelligent Workflows are saving the time of three to four days a month per user; these are drastic improvements and staff don’t want to go back. It confirms that we hit the bullseye.”

Marcello Cavaliere,  
Regional Europe IT and  
Overseas Facility Coordination  
Manager, GPS AG



Up to four days saved  
monthly per user

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Excellent user satisfaction

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## Approach

### Gaining insights with dashboard details

Cavaliere and his team looked at the options. Some solutions lacked the ability to integrate between different departments, while others were too complex, heavy or cumbersome for the requirements at GPS AG.

HP Intelligent Capture and HP Intelligent Workflows are workflow software solutions developed in collaboration with HP and HP partner Upland, which provided the flexibility that Cavaliere was pursuing. Also importantly, they also maintain strong levels of security, access and profile management required by an HR department handling sensitive personal information.

“The ability to set our own parameters and configure the solutions to match our specific processes and working environment was very important to us,” Cavaliere adds. “HP Intelligent Capture and Intelligent Workflows met that requirement.”

Using HP Intelligent Capture, GPS AG staff would be able to upload an incoming invoice and fill out basic fields, such as the invoice number, due date, supplier and cost center details. In addition, supporting documentation, such as order confirmations or delivery notes could be inserted. At this time, a fully digitized HP Intelligent Workflow process would initiate and flow through to completion of on-time invoice payment without any hitches. Key staff are notified by email of the steps in the approval process that are due to be completed. Some 90% of the invoices that GPS AG receives are already digital and any that aren’t can simply be scanned and fed into the new digitized system.

This process improvement would be just the start. What particularly impressed Cavaliere was how HP Intelligent Capture and Intelligent Workflows could also offer an opportunity for GPS AG to gain comprehensive insight into the wider purchasing environment through native dashboards and integration with Power BI to provide compelling visualizations.

“Using HP Intelligent Capture and Intelligent Workflows we can link elements, such as framework agreements, work orders and purchase requests,” says Cavaliere. “We can check the definition and validity of contracts and we can define amounts for spending. These are all fundamentally important elements of our purchasing process.”





HP Services

Intelligent Capture

Intelligent Workflows

76%

increased processing speeds

64%

gained workflow efficiency

## Business Outcomes

### Workflow automation hits the bullseye for improvements

HP Intelligent Capture and Intelligent Workflows have both integrated smoothly into GPS AG purchasing and transformed how it operates. From checking contract validity and cost-center allocation to ensuring that funds are available to make payments, GPS AG has now implemented a comprehensive solution that delivers visibility across each department's purchasing process.

"It also makes the audit process simple," Cavaliere explains. "If someone wants to see the lifecycle of any given purchase it's all there in one place, from the initial request and validation through to confirmation and delivery. All the steps are clear and segregated."

Also important is the capacity to tailor each workflow for specific departments. GPS AG initially launched HP Intelligent Capture and Intelligent Workflows in its ICT and Facilities department before extending it to Legal and local HR, each with their own process variations. With workflow process changes tailored for each department, understandably the results will reflect the extent of the improvements made by each group. The scalability, availability, reliability and portability of HP Intelligent Capture and Intelligent Workflows also mean Cavaliere has no concerns about extending its use throughout GPS AG and into the wider Saipem Group. There are also plans to allow suppliers to upload and monitor invoices directly to the system.

"The tool is so straightforward that you don't need an engineer to modify a workflow or process," Cavaliere notes. "If you need to make changes, such as adding new fields, reports or metadata information, it's easy to do."

User adoption has been both quick and successful. Cavaliere reports that a single demonstration effectively covers over half the training requirement, and that staff who have made the switch could no longer envision returning to the old system. Based on internal measurement processes, the results are clear.

"Processing speeds are 76% better and workflow efficiency has risen by 64%," Cavaliere says. "Overall, HP Intelligent Capture and Intelligent Workflows is saving the time of three to four days a month per user; these are drastic improvements and staff don't want to go back. It confirms that we hit the bullseye."

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