

Full Steam Ahead: La Marzocco USA Automates the Purchase-to-Pay Process With iDocuments



About

Founded in 1927 by Giuseppe and Bruno Bambi, [La Marzocco](#) began in Florence, Italy, and has a well-earned reputation for making beautiful, superbly crafted espresso machines with exquisite attention to detail.

In 1939, La Marzocco developed and patented the first coffee machine with a horizontal boiler, now an industry standard. This was the first of a series of innovations, later to include the dual-boiler system with saturated brewing groups.

In 1979, La Marzocco's subsidiary, La Marzocco USA, began distributing the company's espresso machines throughout the United States from its headquarters in Seattle, Washington. For several years, it was the main manufacturer of espresso machines for Starbucks.

Today, specialized personnel supervise each stage in the production of every machine, handcrafted to order for their customers. This way, Giuseppe Bambi's great experience and professional pride live on almost 100 years later.



la marzocco



The Need to Meet New Requirements

A significant shift occurred when De'Longhi Group, pioneers in small domestic appliances and design, bought the majority of La Marzocco shares.

"We became a subsidiary of the De'Longhi Group," explains Matt Blom, finance manager for La Marzocco USA. "As part of a larger list entity, there are additional deadline, reporting, compliance, and regulatory requirements we must adhere to. We had been thinking of doing something to simplify AP expense management, but we really started thinking about ways to make things easier for not just the finance team, but our wider team as well."



Bottlenecks and Manual Processes Require Automation

La Marzocco USA processes approximately 200 invoices per month, and as Matt explains, that's not an easy feat without automation.

When a La Marzocco manager received an invoice in their inbox, they would email the invoice with context for approval to a staff accountant. The staff accountant would then enter the invoice into SAP Business One, La Marzocco's enterprise resource planning (ERP) solution. The finance team would create a payment run, and the controller would review it, approve it, and make payment through the bank.

"If the explanation wasn't clear, or if the staff accountant was on leave, there would be a bottleneck with getting the invoice into SAP Business One," Matt says. "It was a very manual process."

There was also the risk of an invoice getting buried in a manager's inbox, finance being in the dark about its existence, and vendors not getting paid promptly.

Accruals were also challenging. The staff accountant would sometimes be copied on a PDF invoice from a vendor but wouldn't have approval from an internal manager.

"The crunch around month-end was very, very tough," Matt adds. "It put an immense amount of stress on the staff accountant. She sometimes worked until 10:00 or 11:00 pm to get everything in."



An End-to-End Solution From a Trusted Partner

Vision33, a multi-award-winning SAP Business One partner, had a solution to automate La Marzocco USA's purchase-to-pay process: iDocuments.

iDocuments is a suite of intuitive software as a service (SaaS) applications exclusively from Vision33. Powered by Saltbox, iDocuments P2P seamlessly integrates with ERP and accounting systems to automate the purchasing process from start to finish, transforming hours of manual effort into automated workflows.

Vision33 previously integrated WooCommerce, La Marzocco USA's eCommerce solution, with SAP Business One via Saltbox Integration Platform.

Born in the cloud, Saltbox is Vision33's exclusive solution that empowers companies of any size to integrate disparate applications and data sets.



Time Savings and Accuracy Are Tangible Benefits

With iDocuments P2P, invoices flow into a designated La Marzocco USA inbox. Optical character recognition (OCR) imports invoice details, matches the invoice to a PO, and creates a draft document in iDocuments for finance to review. The invoice then moves through an automated approval workflow before it's released for payment. Transactions are seamlessly captured in SAP Business One.

In addition to significant time savings, Matt cites iDocuments P2P's accuracy as a huge benefit.

"The iDocuments P2P integration attaches the approval, original email, and everything related to the document in SAP Business One," he says. "When we're reviewing a payment button, there's no concern anymore that there won't be an attachment and we'll have to chase it down."

A Vision33 SAP consultant wrote a custom report for La Marzocco USA that looks at a payment run, summarizes every attachment from that run, and puts them in a single, clickable location.

"That saves a lot of reviewing time," Matt says. "iDocuments P2P is good without that custom report, but it's great with it. That report completely captures, end to end, from the moment we get an invoice to the moment payment leaves our bank account."



Transparency Equals Confidence

La Marzocco USA's team appreciates iDocuments P2P's easy-to-use, graphical user interface.

iDocuments P2P makes it easy for La Marzocco USA to meet its required deliverables to its parent company, and the solution's benefits extend beyond finance.

La Marzocco USA's marketing and sales teams now have visibility into the status of their invoices. Teams are now equipped to address vendor inquiries on payment status, reducing the volume of accounting inquiries.

"Before, they'd send an invoice to the inbox, and it essentially disappeared from their world," Matt says. "Now, they can log into iDocuments P2P and say, 'Oh, this is being processed, and I'm confident it will get paid in the next payment run.'"

And month-end stress is a thing of the past.

"There's none of the 10:00, 11:00 pm shenanigans anymore," Matt laughs.



Taking Charge of Business Spending

After payroll, the biggest expense companies face is the cost of goods and services.

Thanks to iDocuments P2P, La Marzocco USA has taken charge of business spending, automated the P2P process, and freed time for more strategic, value-added initiatives.

"Vision33's team was really responsive during the implementation, and their ongoing support is excellent," Matt concludes. "We're super happy and super relieved we have iDocuments P2P, and we're looking at other products Vision33 offers."



Vision33 transforms business processes and results for customers by delivering value through the promise of technology and its benefits for growing businesses. For over 30 years, Vision33 has helped companies integrate and automate their business processes and applications to better serve their customers, employees, and stakeholders. The technologies may have changed drastically in 30 years, but Vision33's mission has never wavered.

With over 1,000 customers worldwide, Vision33 helps manufacturers, distributors, service firms, and SaaS businesses outperform their competition and lead their industries with successful technology investments.

With nearly 500 employees, Vision33 offers product expertise, business experience, and innovative technology leadership. Whether a global company with 100 subsidiaries or a small business, Vision33 works alongside every customer to meet their goals.

Vision33 also has formal partnerships to resell, implement, and support leading ERP applications, is a leader in cloud deployment, and has developed exclusive products, including Saltbox and iDocuments.

For more information about Vision33, visit www.vision33.com

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