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DOCUMENT CAPTURE

More efficiency and transparency
with Document Capture

Document Capture helps FLYINGGROUP saving time processing purchase invoices, allowing the company to make instant purchasing decisions, but still comply with all of its procedures.

FLYINGGROUP specializes in private air transport and business aviation. The group's offer includes a wide range of aviation solutions, such as managing and operating privately owned aircraft, enabling and supporting shared ownership of aircraft, as well as flying the group's own fleet of 25 business jets. FLYINGGROUP tailors to the specific needs of its customers.

"We actually sell time", said Timmy Van Havenbergh, CFO at FLYINGGROUP. "We offer the possibility to fly privately, without the headache of having to manage your own aircraft." With 150 employees FLYINGGROUP is a major market player with in-house experience about handling the complete management of privately owned aircraft: from hangar rental and aircraft maintenance, to flight planning and crew scheduling.

"Thanks to Document Capture, we have all purchase invoices at our fingertips, speeding up the approval cycle, increasing our financial staff's performance and offering more transparency to our customers."

FLYINGGROUP is also an official maintenance facility with qualified specialists for routine inspections and comprehensive maintenance, allowing aircraft owners to achieve commercial return by making their aircraft available to third parties. FLYINGGROUP is headquartered in Antwerp and Luxembourg and runs commercial offices in Paris and Cannes. The group's aircraft are primarily based in airports in Belgium, Luxembourg, the Netherlands, France, Italy, Romania, Greece and Russia, but fly customers where they need to be, all around the world.

Transparency

In 2014, Microsoft Dynamics NAV was implemented at FLYINGGROUP's office in Malta, including Document Capture - supported by Dime - for the processing of purchase invoices. By the end of the year, the group's headquarters in Antwerp moved to the new solution as well. FLYINGGROUP's business model for managing and operating privately owned aircraft or shared ownership of aircraft is based on a fixed annual fee, combined with variable costs charged per flight hour and specific costs charged per flight.

Van Havenbergh: "We are very transparent about that. Our customers are allowed to consult all purchase invoices that are related to operating and maintaining their privately owned or shared aircraft." The availability of digital documents enables this level of transparency. "Each customer has a personal log-in name and password to gain access to reporting about the aircraft. In these reports, they can drill down to the level of each actual purchase invoice."

Search engine

The digital workflow based on Document Capture offers FLYINGGROUP significant time savings. "We used to have a different solution for the scanning of the incoming purchase invoices", Van Havenbergh continued. "At the time, it took the employees at our reception desk about two hours - every morning - to scan all the paper invoices." Thanks to Document Capture's high performance, the scanning of the invoices now takes place at the financial department, freeing up time at the reception desk. "We have all of the information at our disposal immediately. The digital workflow allows us to keep track of the status of the approval cycle." Document Capture's search engine proves to be one of the most valuable functionalities for FLYINGGROUP. "Thanks to the search engine, it has become really easy to compare a new invoice with a previous one, for example to see if the same rates were applied. Throughout the approval process, our managers can look up information about the invoice using their mobile devices - and immediately find what they need. Before we had Document Capture, they had no choice but to call the finance department with that sort of questions, having our financial staff consulting the invoices for them."

Real-time decisions

The biggest advantage, however, comes from the fact that the use of Dynamics NAV and Document Capture rules out any action that doesn't follow the group's purchase procedures. Van Havenbergh: "We can make and execute purchase decisions in real-time: scanning and approving the invoice within a minute, going straight from the pdf document to the books. Before we had Document Capture, we couldn't work that fast, sometimes already paying for something we hadn't received an invoice for. With Document Capture, we can stick to the procedure, making sure that even instant payments are backed by the approval of a proper purchase invoice."

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