



Success Story

Consulting Firm in Southeast Europe Integrates M-Files ECM with ERP System to Expedite Invoice Processing

Founded in 2001, Telelink is a leading IT consulting firm and systems integrator in Southeast Europe. The company is headquartered in Bulgaria and employs more than 700 full-time professionals along with over 2,000 subcontractors. With a strong presence in seven countries in Central and Southeast Europe, Telelink has managed several of the largest information and communications technology (ICT) projects in the region.

The rapid growth of Telelink, along with the size and scale of the projects it manages, was creating document management and workflow challenges for the company. In particular, the logistics and accounting departments are located in two separate offices, and after equipment was received and checked into the warehouse by the logistics staff, it often took several days for accounting to receive all of the associated documentation such as invoices and protocol reports.

"We were experiencing invoice payment delays, inaccuracies due to the manual entry of information into the system, missed deadlines and an overall lack of efficiency," said Tanya Krasteva, Project Manager at Telelink. "It became clear we needed to implement a more effective system for our logistics and accounting departments to manage and process invoices."

FTS Group Assists Telelink in the Selection and Implementation of M-Files

Telelink engaged with the FTS Group, a leading ERP consulting firm in Central and Eastern Europe, to assist the company in researching, selecting and deploying an enterprise content management (ECM) solution that could integrate with its Deltek Maconomy ERP system.

"We evaluated several other ECM and document management solutions, but M-Files stood out because of its ease-of-use, flexibility, automated import of scanned documents, and its ability to seamlessly integrate with our ERP system," added Krasteva.

Telelink deployed M-Files in December 2011, and the company worked closely with FTS to define the different types of documents it commonly works with, and also to institute workflows so that the process of uploading new documents into M-Files would be automated and optimized. FTS also assisted in establishing permission controls in M-Files to ensure all processed invoices and other confidential information could only be accessed by authorized personnel.

"The key factor for the success of the M-Files implementation at Telelink was the active participation by its key staff members using the system, such as project managers, business unit managers and their employees in the logistics and accounting departments," said Mrs. Tsanka Markova, Managing Director of FTS Bulgaria. "M-Files is an intuitive ECM solution and was easy to

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Project Manager,
Telelink

M-Files Inc.

5050 Quorum Drive
Suite 600
Dallas, TX 75254
Phone: 972-516-4210
Fax: 972-516-4211

M-Files Corporation

Hatanpään valtatie 26
33100 Tampere Finland
Phone: +358 3 3138 7500
Fax: +358 3 3138 7550

sales@m-files.com
www.m-files.com

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learn and use by their staff, who quickly realized the productivity and efficiency benefits the system provided."

Integration of M-Files with ERP System Streamlines Invoice Processing

Telelink utilizes Deltek Maconomy ERP for finance and project management administration, and the integration of M-Files with Maconomy has resulted in a significantly streamlined and optimized invoice handling process.

"With quick and easy access to invoice-related files and data at any time, we're able to process our invoices up to three times faster than before," stated Krasteva.

All invoices are scanned and imported to one central repository in M-Files, which are then automatically exported to Maconomy. Not only has this integration resulted in dramatically reduced processing times for invoices, but communication and collaboration among Telelink's departments has been improved considerably.

Individuals from several different departments at Telelink enter invoices and related documents into M-Files. The accounting department checks and verifies the documents, while the finance team groups them by customer, terms of payment, unpaid invoices, etc... Not only do all of these groups have quick access to invoices and associated documentation, but they can find out if there has been a processing delay, why certain documents have not processed and paid, if there records missing, etc...

With the success Telelink has experienced in improving its invoice processing procedures, the company is planning to expand its M-Files deployment to manage travel expenses, correspondence and other important business information and documentation.

"We've been quite impressed with how effectively M-Files enables us to manage the document flow between our geographically dispersed offices. M-Files has helped Telelink increase our productivity, enhance departmental collaboration and become more responsive to our customers and vendors," said Krasteva.

About FTS Group

FTS Group offers ERP systems based Microsoft Dynamics and Maconomy. FTS localizes and adapts systems according to the specific business requirements of companies operating in Central and Eastern European countries. The services and solutions FTS provides aim to ensure efficient workflows through the development of modern enterprise information systems that help company management in decision-making at every level. For more information, visit www.fts-eu.com.

About M-Files Inc.

M-Files enterprise content management (ECM) solutions transform how businesses manage, secure and share information with a unique metadata-powered approach that organizes and processes content based on what it is, rather than where it resides. Thousands of businesses in over 100 countries use M-Files on-premise, in the cloud or in hybrid environments to improve productivity and quality, and to ensure compliance with industry regulations and standards, including companies such as Elekta, SAS and EADS. For more information, visit www.m-files.com. ■

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