Process innovation in food and beverage

Infor Velocity Suite

Overview

Bio Partner is the leading partner in the Swiss organic market, providing customers in the organic trade, retail, gastronomy, and processing industries with a comprehensive range of organic products and services, and supporting organic specialty retail entrepreneurs in expanding in a growing market environment. Headquartered in Seon (AG), with regional sites and an online retail store across all language regions of Switzerland, Bio Partner sets itself apart through its stringent certification, tech-enabled efficiency, retail innovation, and deep sustainability principles.

Challenge

Legacy document processing solution for AP invoice processing is inefficient, causing excessive manual work

Infor solution

Infor™ Velocity Suite is a package of solutions and services that makes process innovation easy and impactful

Outcome

- **95%+** automation of invoice processing from receipt to creation

- **60%** reduction in AP workload

- **<5%** invoice exceptions requiring manual intervention

Challenge

As demand for organic products grows, Bio Partner needed to scale efficiently while maintaining price competitiveness—a cornerstone of its value proposition. Rising operational costs, increasing pricing pressure, evolving environmental, social, and governance (ESG) regulations, and supply chain volatility added complexity. A key area for process improvement was accounts payable (AP) invoice processing, which relied heavily on manual handling and legacy systems with limited scalability.

Legacy hurdles:

- Manual processing of approximately 120 invoices/day
- Four full-time equivalents (FTEs) dedicated to AP
- Ineffective third-party tools failed to reduce workload
- Risk of delayed payments and missed vendor discounts

Infor solution

Infor Velocity Suite provides Bio Partner with a scalable roadmap for business process innovation. The first step is automating AP invoice processing with Infor Value+. Leveraging artificial intelligence (AI), generative AI (GenAI), robotic process automation (RPA), and other advanced technologies, this prebuilt solution streamlines the end-to-end process—from invoice receipt to creation—with minimal manual intervention. This enables Bio Partner to reallocate resources, lower operational costs, and invest savings into customer value initiatives. The first phase of the Infor Value+ AP Invoice Processing automates the creation of up to 75 non-purchase order (PO) invoices daily. A PO invoice and a non-PO invoice are two types of invoices used in AP, with the main difference being whether a PO was issued before the purchase.

Outcome

95%+ automation of invoice processing from receipt to creation

60% reduction in AP workload

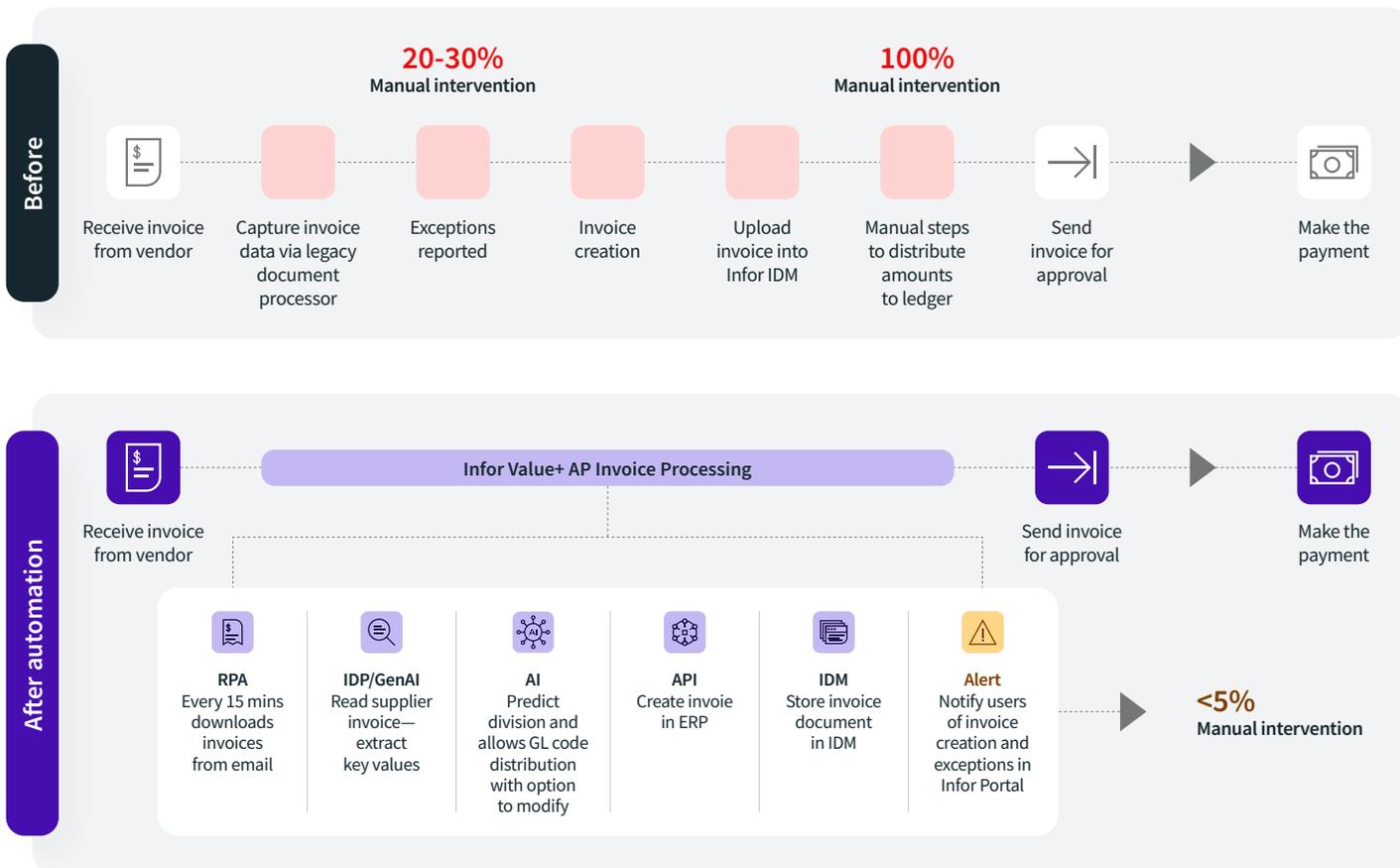**<5%** invoice exceptions requiring manual intervention

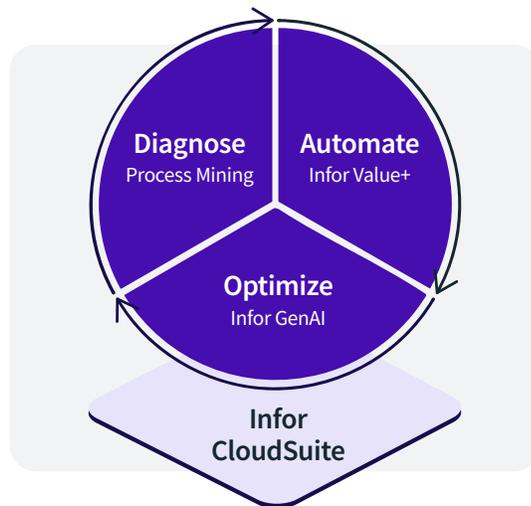Staff reallocated from manual tasks to **value-added** activities

Why Infor

With the success of non-PO invoice processing automation, Bio Partner is now automating PO invoices. Using Infor Velocity Suite, it's building a foundation for continuous process innovation that supports growth, enhances agility, and keeps organic products affordable and accessible across Switzerland.
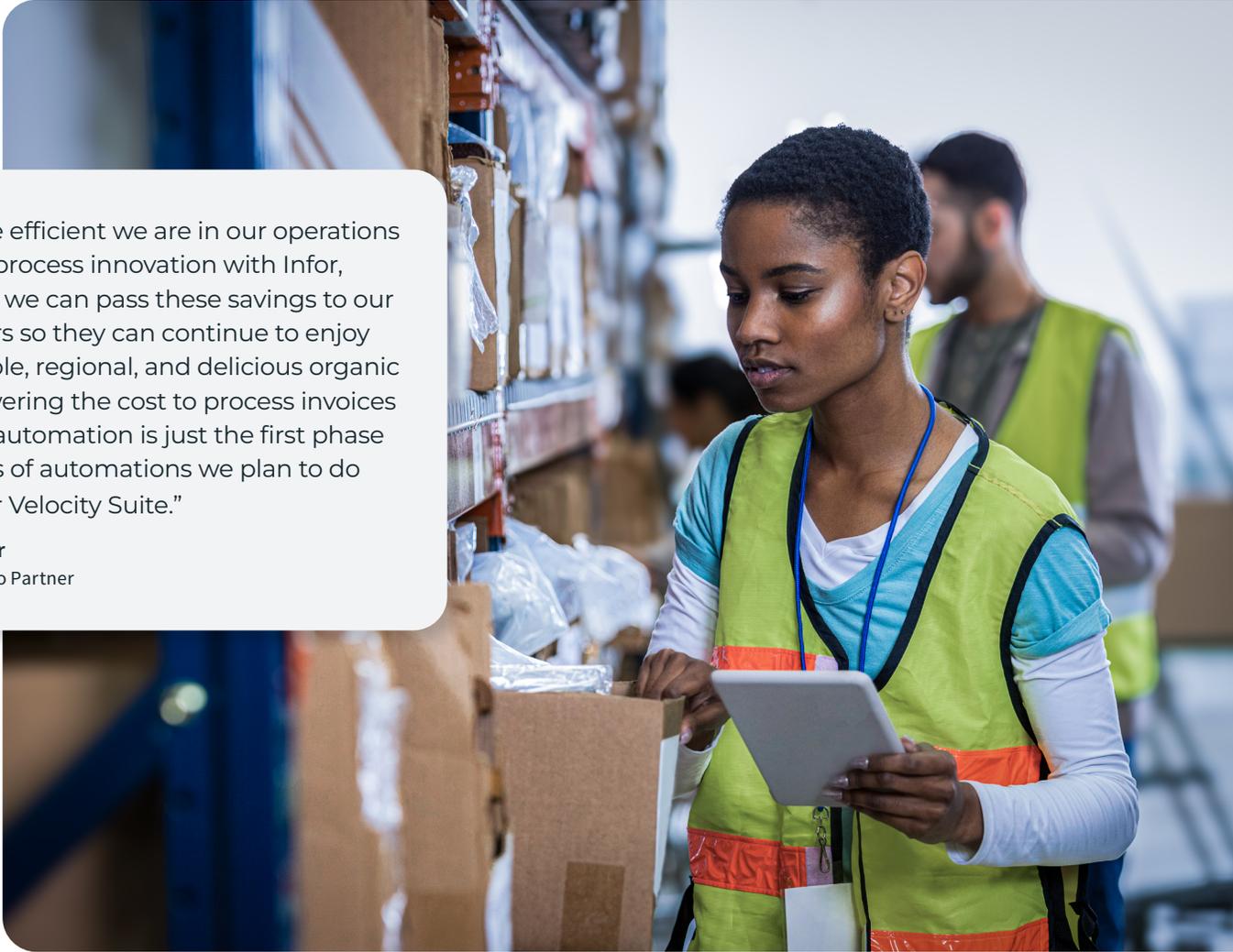
Expense (non-PO) invoice processing

Before

20-30%
Manual intervention

100%
Manual intervention

| Receive invoice from vendor | Capture invoice data via legacy document processor | Exceptions reported | Invoice creation | Upload invoice into Infor IDM | Manual steps to distribute amounts to ledger | Send invoice for approval | Make the payment |

After automation

Infor Value+ AP Invoice Processing

Receive invoice from vendor

Send invoice for approval

Make the payment

| **RPA** Every 15 mins downloads invoices from email | **IDP/GenAI** Read supplier invoice— extract key values | **AI** Predict division and allows GL code distribution with option to modify | **API** Create invoie in ERP | **IDM** Store invoice document in IDM | **Alert** Notify users of invoice creation and exceptions in Infor Portal |

<5%
Manual intervention

Eliminate barriers to process innovation with Infor Velocity Suite

The Infor Velocity Suite package pulls together advanced technologies from our Industry Cloud Platform to make process innovation easy. First, Process Mining identifies inefficiencies in your existing processes. You then select the Value+ automation solutions Infor implemented for you. Infor GenAI optimizes your processes for maximum productivity.

Diagnose Process Mining

Automate Infor Value+

Optimize Infor GenAI

Infor CloudSuite

infor

"The more efficient we are in our operations through process innovation with Infor, the more we can pass these savings to our customers so they can continue to enjoy sustainable, regional, and delicious organic food. Lowering the cost to process invoices through automation is just the first phase in a series of automations we plan to do with Infor Velocity Suite."

Ruedi Meyer
Head of IT, Bio Partner

About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

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Accelerate process innovation with Infor Velocity Suite

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