Partner Success Story
Mazars & ApprovalMax

ApprovalMax improves sales invoice accuracy and enhances customer satisfaction for a leading accounting and advisory practice

#XeroPlatinumChampionPartner   #ProfessionalServices   #SalesInvoices   #ClientCollaboration   #Asia

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"As soon as I saw ApprovalMax, I was impressed by the UI and the workflow, and I very quickly decided we could set up something for sales invoice approvals.

What we set up in the first 48 hours is pretty much what we are using now, because ApprovalMax was very easy and intuitive to use."

Company
Mazars Thailand is a leading audit, accounting, tax, legal, and advisory practice, combining the benefits of an integrated global partnership with the entrepreneurial drive of its senior advisors.

Industries
Ranging from local start-ups to global multinational companies

Location
Global, Thailand

Objective

One of the main advantages Mazars offers to its clients is the multinational composition of its advisors. Mazars' practice has Thai, British, Dutch, Japanese, French, and Australian nationals among its senior consultants, which ensures that Mazars is well placed to act as a bridge between businesses operating in Thailand and companies overseas.

Its focus is on working with multinational companies and owner managed business investing in Thailand, with the objective to enable them to establish and run their operations in Thailand quickly and efficiently. Mazars also aims to keep up the rapid growth it has had over the recent years and to remain number 1 in the accounting outsourcing area in its market.

Challenge

The need to implement ApprovalMax arose as a result of how Mazars was issuing customer invoices. The process was purely manual, printing out paper copies of monthly invoices that were then sent by post. Multiple corrections would oftentimes be required, leading to significant extra effort on the part of the Mazars' accounting team, and to reduced cash flow.

Special requirements of the approval process in Mazars Thailand included the need to group invoices in different ways, such as by service line and engagement team, the need to have a clear audit trail tracking the audit decision history, as well as the ability to aggregate data and approved invoices for large multinational clients automatically.

Solution

ApprovalMax allowed for a quick set-up of a straightforward approval matrix in a simple and intuitive way that covered all of the proper managerial and executive reviews and routing workflows.

With an average monthly volume of more than 600 sales invoices, three service lines, and a number of partners in each department performing the final review and sales invoice sign-off, the approval process proved to be quite complex.

Not only was ApprovalMax able to handle the complexity of the approval process, it was also able to add new levels of approval where necessary – such as review by a manager at the team level. ApprovalMax also allowed an additional step to be added to the approval process, where people outside of Mazars Thailand, such as an authorized person of the client, can approve invoices. This gives multinational clients a way to track all of their invoices and maintain control over what is invoiced.

Results

The use of a modern no-code workflow application such as ApprovalMax, together with Xero as the cloud accounting platform, enabled Mazars to:

- ✓ **Radically change the approval process - fully digitilising it;**
- ✓ **Ensure that the proper chain of managerial and executive reviews and approvals are in place;**
- ✓ **Achieve a noticeable increase in sales invoice quality and as a result of it an increased cash flow;**
- ✓ **Establish full regulatory compliance and audit readiness of review and approval decisions.**

The Approval App You'll Love Using

ApprovalMax allows accounting and advisory practices to set up approval-driven financial controls for Accounts Payable and Accounts Receivable. It replaces paper- and email-based approvals with fully automated multi-role and multi-tiered approval workflows. This ensures full regulatory compliance, simplifies audits and facilitates client collaboration.