

CLIENT CASE

NAOS x N2F

“Our teams are won over by the solution. The consultants professionalism is also a key point!”

SOPHIE RAMEL

Head of Accounting and Consolidation

ACTIVITY SECTOR

International player in skincare



NAOS



Efficient Expense Reports

THE NAOS GROUP:

40

YEARS IN BUSINESS

3,000

EMPLOYEES

3

BRANDS

130

COUNTRIES

Created in 1977, NAOS is a major international player in skincare. Its products are **100% made in France** and its disruptive approach to cosmetics has generated 3 brands inspired by ecobiology: **Bioderma, Institut Esthederm and Etat Pur**.

Already a leader in skincare, the group now aims **to develop in Human care** (Health, Beauty, & Well-being). NAOS is one of the **10 independent cosmetics companies in the world**.



WHAT WAS **THE SITUATION BEFORE THE DEPLOYMENT OF N2F?**

Before N2F implementation, the group used to manage its expense reports the **old-fashioned way, using Excel spreadsheets** and email exchanges for receipts and validation. **A cumbersome and time-consuming process** that did not allow to reclaim VAT and make controls tedious.

On the accounting side, **one full-time employee was assigned to process expense reports**. In order to optimize the expense reports processing time by operational staff, and to safeguard the management of the company by increasing the expense policy compliance, **NAOS decided to implement an expense report management solution**.



THE MAIN OBJECTIVES



TO SAVE TIME

By **optimizing the expense report entry process** for employees via mobile phone, tablet, PC or Mac.



TO BENEFIT FROM A BETTER MANAGEMENT

A better monitoring of budgets at the reporting level, thanks to NAOS' **analytical monitoring** in the expense report tool.



TO SIMPLIFY THE PROCESSING

The accounting department, **via an expense report management platform**.



TO HAVE EFFECTIVE MEANS OF CONTROL

Approval workflow, duplicate receipts control, compliance with the group's travel policy, etc.

In addition, with a **view to rolling-out the process**, the expense report management solution could offer a **multilingual version**, particularly in English and Spanish. With a view to future deployment in the group's entities, **the chosen tool also had to be easily scalable**.

WHY DID NAOS CHOOSE N2F?

After preparing a RFP, **NAOS compared the offers** of 4 different service providers, giving them marks on each point from the specifications: **suitability of the OCR, the tool's flexibility, pricing, usability, setup methodology**. There were a lot of selection criteria. NAOS also faced a certain number of constraints:

- ✓ **MOBILITY:** since users may be working offline, the solution had to work in either online or offline mode.
- ✓ **ACCESS:** it had to be possible to enter expense reports via a smartphone or a tablet, from a mobile app (iOS or Android), or via a PC.
- ✓ **ROBUSTNESS:** the solution needed to offer a high performance engine that could be easily configured by an internal administrator.
- ✓ **PERFORMANCE:** the entire process of entering and approving expense reports had to be possible in real time.
- ✓ **INTEGRATION INTO THE IS ENVIRONMENT:** the proposed solution needed to integrate and interface with all the existing finance applications.
- ✓ **USABILITY:** the solution had to offer a user-friendly interface, with configurable and customizable screens.

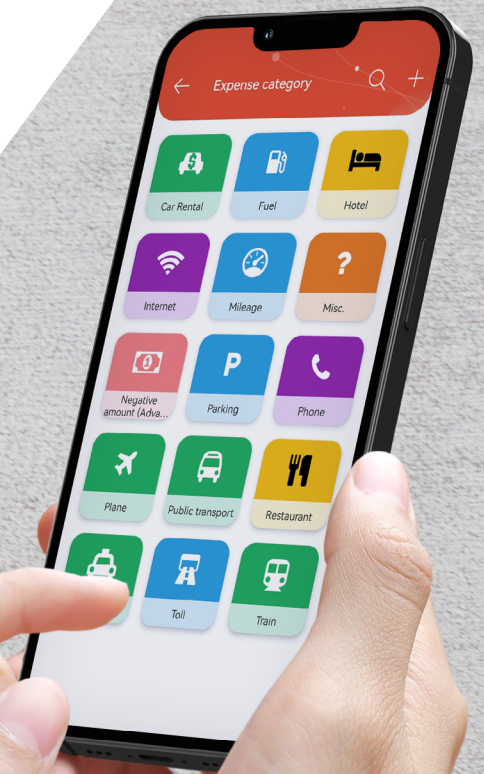
The solution proposed by N2F came out the winner from this analysis, particularly in terms of **setup methodology, flexibility and pricing**. The adaptability of the N2F solution also guaranteed **quick and easy internationalization**, as the tool is **available in 11 languages and is compatible with all international currencies** (through real-time exchange rates management).

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Before selecting N2F, we were enthusiastic about their solution, but it lacked one functionality that was important for us.

The N2F teams were committed to making the necessary developments and put in place a precise schedule for enhancing their solution. By the end, they delivered on time and the enhanced solution **completely meets our business needs!**

Sophie Ramel, Head of Accounting and Consolidation



NAOS' FAVORITE ASPECTS OF THE TOOL

1

Management of **specificities by country**

2

Online long-time archiving of receipts

3

The reactivity of the teams and the efficient and structured project methodology

4

The solution's **ease of use**

5

The **dashboards generated by the tool**, which are both complete and simple, allowing a better reporting

A FLEXIBLE, EFFICIENT & SMOOTH-RUNNING PROJECT METHODOLOGY

Bolstered by its experience supporting several hundred SMBs, SMEs and Large Enterprises each year, **the N2F team uses a structured project methodology**. Thanks to a thorough analysis and understanding of the client's needs, **deployment deadlines are met and planning is optimized**. Clients benefit from:

- ✓ A dedicated project manager who coordinates the teams
- ✓ Follow-up via regular meetings
- ✓ Clear and flexible framework documents
- ✓ Video tutorials
- ✓ Pre-established internal communication documents to help roll-out the tool

The objective is to efficiently support the client throughout the project in complete confidence. To do this, N2F deploys a team of **100% internal consultants**, the majority of whom are either bilingual or trilingual.

IMMEDIATE ADOPTION AND TOTAL SATISFACTION

Launched to 400 employees during the lockdown period, **the N2F solution was immediately adopted by the NAOS teams.**

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Although we couldn't run any training courses because of Covid-19, we got **great feedback from users and very few questions on the use of the solution**, enthuses Sophie Rame.

With N2F, NAOS has enjoyed **higher quality expense report management and time savings** for its employees. On the accounting side, VAT recovery is now risk-free.

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A smooth-running project and a result that **exceeded our expectations!**

Sophie Ramel, Head of Accounting and Consolidation at NAOS

A SUCCESSFUL INTERNATIONAL LAUNCH

In light of this success, **the solution was rolled-out in a second phase in the group's Middle East subsidiary**. NAO S and N2F are now working on rolling-out the solution to the Group's Indian subsidiary. **"The N2F teams are very attentive and always give us very clear answers. We have an excellent relationship with them and we are delighted with the teams' genuinely responsive support"** affirms Sophie Ramel.





NAOS



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that exceeded our expectations!



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