

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



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**.

Créaline
H₂O



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**. NAOS 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.





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



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