



**DocBits**

Swiss indulgence meets  
smart processes:

Like Chocolat Bernrain  
automated invoice processing

### ABOUT CHOCOLAT BERNRAIN AG

Tradition, quality, and innovation for nearly 100 years

Chocolat Bernrain AG develops and produces high-quality chocolate specialties for customers around the world. In addition to its own brands, Bernrain and Stella, this successful family-owned company also manufactures private-label products and supplies industrial and commercial customers with the finest chocolate coatings and semi-finished products.

The secret to the success of this rapidly growing company lies in the combination of decades of experience and a vibrant culture of innovation. New market opportunities are identified early on and capitalized on flexibly—an approach that is also reflected in the continuous optimization of internal processes.

**Stella**  
**Bernrain**

#### CUSTOMER

Chocolat Bernrain AG

#### INDUSTRY

Food

#### NUMBER OF EMPLOYEES

130

#### HEADQUARTER

Kreuzlingen, CH

#### SOLUTION

DocBits IDP

**DocBits**

## THE CHALLENGE

### Inefficient workflows and system gaps in the billing process

Before DocBits was introduced, invoice processing involved multiple manual steps and system switches. New suppliers were added to the ERP system with a delay, the accuracy of VAT rates was limited, and invoices had to pass through several programs before they could be finally posted.

The existing solution created a noticeable increase in workload in day-to-day operations and tied up resources unnecessarily.

*“We had a lot of problems with our old software—including long wait times for supplier data transfers and uncertainty regarding VAT rates.”*

*Shay Zala, Head of ICT, Chocolat Bernrain AG*



The company was therefore looking for a user-friendly, robust, and integrated solution that simplifies processes while also offering the flexibility to be tailored to individual requirements.

## THE SOLUTION – DOCBITS BY FELLOWPRO AG

### User-friendly, integrated, and customizable

With DocBits, Chocolat Bernrain opted for a modern, user-friendly solution for automated invoice processing.

A key advantage is that invoices can be posted directly in DocBits without having to go through a suspense account or use additional software. This has reduced the number of process steps and completely eliminated data discontinuities.

*“DocBits is very user-friendly and has made our process much easier.”*

*Stefan Straub, CFO, Chocolat Bernrain AG*



The company also placed particular importance on a customized process design. The requirements for the approval process were analyzed jointly and implemented with precision. FELLOWPRO responded flexibly to these needs and developed a solution that could be seamlessly integrated into the existing organization.

The implementation phase was also conducted in a structured and goal-oriented manner. Regular project status meetings, clear task assignments, and a transparent project plan ensured planning reliability. The structured execution of the user acceptance test ensured that all relevant scenarios were thoroughly tested.

The result was a timely go-live with a stable system foundation.

## THE RESULT

### A noticeable increase in efficiency in day-to-day work

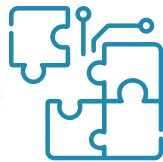
With the introduction of DocBits, Chocolat Bernrain was able to significantly streamline its invoice processing. The ability to post entries directly in the system saves time and greatly reduces the need for manual intervention.

*“We were able to save a lot of time because we can post the invoices directly in DocBits instead of having to transfer them to M3 via a suspense account.”*

*Fitore Osmanaj, Project Manager, Chocolat Bernrain AG*



## THE BENEFITS AT A GLANCE



### SEAMLESS INTEGRATION

Seamless integration with existing systems, including Infor M3 and IDM



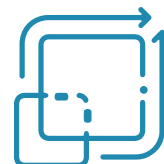
### TIME SAVINGS

90% increase in efficiency in document processing



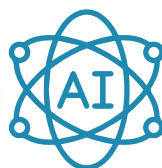
### USER-FRIENDLINESS

Easy to use, no technical expertise required



### SCALABILITY

A solution that can scale with your needs



### KI WITH ML

Smart technology without the need for time-consuming template creation

The increase in efficiency is clearly evident in day-to-day work. In addition, intelligent automation—particularly the “magic wand” feature in Auto Accounting—further streamlines the bookkeeping process.

Overall, the collaboration with FELLOWPRO is described as professional and solution-oriented. Requests are recorded and implemented in a structured manner, and the project process was perceived as balanced and well-organized.

DocBits describes Chocolat Bernrain with three apt words:

**Uncomplicated. Attentive to specific needs. Good support.**

## OUTLOOK

### Further expansion of automation

Following the successful launch of the core functionality, the company is already planning its next steps. The focus is on:

- Implementing an approval process in DocBits
- Workflow-based authorization
- PO matching
- Targeted follow-up on new functions and features

In doing so, Chocolat Bernrain is consistently committed to further optimizing and automating its financial processes—in line with a modern, future-proof corporate structure.

