



## MR EISLER, COULD YOU BRIEFLY DESCRIBE FRIENDWORKS FOR US?

friendWorks was established on the 1st of July 2013 in Straubing, Lower Bavaria. Since then we have been operating as a traditional software service provider with a variety of manufacturers in the areas of electronic archiving, document and workflow management, and document recognition. Our aim is to implement software solutions for our customers and to upgrade these solutions to give our customers the greatest possible added value.

## WHAT ARE THE TARGET COMPANIES OF FRIENDWORKS?

We do not have a conventional industry focus, but instead a topic and process focus.

# INTERVIEW WITH MICHAEL EISLER, MANAGING DIRECTOR OF FRIENDWORKS

## friendWorks

We mainly support our customers in the areas of purchasing, financial accounting and human resources. Our target group is mid-sized companies and corporations. We basically serve a very wide range of customers, with solutions in the SAP environment certainly being cornerstone of our business. We also offer solutions for other systems, such as Dynamics 365 Business Central or IFS.

## WHEN DID THE PARTNERSHIP WITH IRIS START?

The partnership started with the founding of friendWorks. Personally I have been working with IRIS for more than two decades.

## WHAT IRIS SOLUTIONS DOES FRIENDWORKS OFFER TO ITS CUSTOMERS?

Currently this is mostly related to accounts payable, which means the processing of incoming invoices and credit notes. We are also implementing more and more requests for incoming customer requests

and order confirmations. With the evolution of our customers, there is a growing need for new solutions. Along with the standard products offered by IRIS, we have also developed our own solutions, for example for the factoring area.

## WHAT ARE THE ADVANTAGES OF IRISXTRACT™?

We see two essential advantages. Firstly, the amount of manual effort for document capture can be reduced enormously with IRISXtract™, and many tasks are performed automatically by the IRIS solutions. In addition, IRISXtract™ provides very high process transparency. Paper-based processing of transactions, as is currently common practice, offers little or no overview. Here I would like to mention an example. Our customers, who use IRIS components as part of integrated document-based processes and workflows, benefit from higher transparency. For example,



they have a clear view on all incoming invoices, on all active purchase orders and on which delivery dates have been stated in order confirmations. In this way, IRISxtract™ contributes to the monitoring and continual improvement of processes.

### WHAT SYNERGIES DOES FRIENDWORKS ACHIEVE THROUGH THE PARTNERSHIP WITH IRIS?

To put it in a nutshell, it's simply a very trusting relationship. For us, IRIS is a valuable partner as an established manufacturer that develops outstanding technological solutions. At the same time, IRIS benefits from the strong commercial success of friendWorks.

### HOW WOULD YOU DESCRIBE THE COOPERATION WITH IRIS?

As previously mentioned, we have known each other for a long time. The contacts have been the same for many years. This has developed into to a friendly trust relationship. Even in unusual situations, we can rely on each other as partners. Especially now, that is a remarkably positive situation.



### WHAT DOES THE FUTURE WITH IRIS LOOK LIKE IN THE NEXT THREE YEARS?

I hope they will be just as successful as the almost 20 past years in which we have been collaborating with IRIS. Digitising of documents and document-based processes are areas that are still virgin territory in many companies. I am therefore confident that with the IRIS solutions and the downstream components we have in our portfolio, we will be able to offer our customers essential added value in the future as well.





## CONTACTS

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## ABOUT US

Image Recognition Integrated Systems (I.R.I.S.) is a leading provider of 'Content to Process' technologies'. I.R.I.S. offers solutions for automatic invoice and order processing, HR and supplier records as well as case management in legal, healthcare, and finance sectors.

I.R.I.S. provides technologies and solutions that capture data and information contained in documents, which are relevant to business processes. The goal is to make the data easily available while reducing operating costs.

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