



## INTERVIEW WITH BEATE KIRWA

CEO AT HENRICHSEN4S



### MS. KIRWA, COULD YOU BRIEFLY INTRODUCE THE HENRICHSEN GROUP?

HENRICHSEN is a **family-owned company** that was founded more than **40 years ago** in Straubing and was already involved in the digitalization of office work in the early days. With currently over 200 employees, 70 of whom are dedicated exclusively to the SAP market - this includes our subsidiary HENRICHSEN4s - the HENRICHSEN Group achieved a **total turnover of 29 million euros in 2023**. As a leading IT expert, HENRICHSEN optimizes commercial business processes for customers, with topics such as Purchase to Pay, ECM with intelligent assistants; integrations MS Dyn 365 BC, SAP; data services; cloud, Saas, hybrid; HENRICHSEN Cloud Platform; financial accounting and IT services firmly integrated. **Around 2,000 customers**, mainly in the DACH region, rely on HENRICHSEN's products and solutions.

### WHAT CRITERIA WERE DECISIVE FOR YOU TO CHOOSE IRIS AS YOUR SOFTWARE MANUFACTURER?

Then as now, the most important criterion for us is working together as partners, i.e. cooperation at eye level with a common understanding of values and quite clearly - the **customer is the focus**. What we appreciate about IRIS is the solution-oriented approach, the valid statements and the **first-class support**, so that we always end up with a win-win situation for our customers. We carry out regular benchmarks and repeatedly put IRIS technology to the test against other competitors. IRIS always stands out with a **high recognition rate** when extracting data. In IRIS, we have found a supplier whose solution can be **easily and ideally integrated into our purchase to pay solutions**. Especially in the course of **cloud technologies, where the topic of security is a central component**, we also

need a reliable partner. We are proud to say that we have found this in IRIS as a manufacturer of data extraction and process automation solutions.

### WHICH COMPANIES IS THE HENRICHSEN SOFTWARE AIMED AT?

Our products are aimed at companies that use SAP as their ERP system. With our software made in Germany, we give all customers from a wide range of industries our promise of quality. Particularly as a provider of cloud technologies and data usage, in which we see great added value, this represents a decisive competitive advantage (our data center is located in Germany). We support our customers with process automation and create transparency through digitalization.

### WHAT DO YOUR CUSTOMERS SAY ABOUT THE SOLUTION?

We hear again and again from our customers that our solutions offer a deep level of



**integration into SAP**, are standardized and at the same time allow **a high degree of flexibility**. We are constantly adapting our software to changing market requirements and customer wishes, so that a higher standard is always achieved. Ultimately, we want to achieve the **highest possible automation rate** for our customers. We also want to simplify work processes for the employees who work with our solutions on a daily basis and show them how to deal with the new. Especially when it comes to future topics such as cloud solutions or AI, we accompany

this change because real and sustainable success comes with the adaptation of employees. It is also always important for us internally to align the entire team with these new topics and bring them along with us this is the only way we can be successful as HENRICHSEN. We regularly receive very good feedback from our customers, e.g. for the so-called **extended completeness check in incoming invoice processing or the learning functionality of IRIS**. AI is a key aspect these days, but it also needs to be critically reflected upon. AI also has its limits and cannot replace humans, which is why

our customers value the technology from IRIS. The solution is supported by AI, but in the end, the human factor is still integrated into the validation and is the one who ultimately decides and thus avoids incorrect automated training.

#### HOW IMPORTANT IS SUSTAINABILITY TO THE HENRICHSEN GROUP?

Sustainability has a high priority at the HENRICHSEN Group, as we firmly believe that our responsibility goes beyond the purely commercial. Our employees are our most important asset, and long-term partnerships with customers



and partners are crucial for us. This commitment is reflected in the HENRICHSEN value tree. We stand for healthy and shared growth and **genuine sustainability**. For measurable success and CO<sub>2</sub> savings, especially through digitalization projects. **“Sustainably successful”** is much more than just a slogan for us as a family business, it is a mission that we continuously pursue. We measure our sustainable success by the fact that, for example, we can save as much CO<sub>2</sub> annually through the digitalization of our customers as one person would consume on 58,465 domestic flights!

### WHAT ARE YOUR GOALS FOR THIS YEAR TOGETHER WITH IRIS?

One goal for this year is certainly to make our collaboration with IRIS even more visible to the outside world. We would like to emphasize this through joint reference customers, among other things. Ultimately, the key points for this year are: the innovation network, the joint cloud topic and, **of course, the new IRIS product, IRIS Pulse™, which will be launched on the market this year.** Overall, we see great potential in working with IRIS product management and incorporating

new functionalities into the main product. We look forward to an exciting and flourishing partnership in the future and in the shared cloud world.



Become an IRIS partner



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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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