

How HOERBIGER Streamlined Procurement Operations and Enabled Strategic Growth with Netfira

👤 Bernd Glenn - Team Lead Global Process Experts at HOERBIGER

HOERBIGER, a global leader in performance-defining components and systems for the energy, automotive, and industrial sectors, sought to improve the efficiency and accuracy of its procurement operations. Faced with manual, repetitive processes and a dependency on internal IT for system changes, the company turned to Netfira to automate the handling of transactional documents - Order Confirmations, Shipping Notices, and Customer Orders. The result was improved planning accuracy, time savings, and a strategic shift in how purchase orders (POs) are managed.

! The Challenge: Manual Workflows and Limited Flexibility

HOERBIGER's procurement teams were burdened with repetitive manual steps in the SAP system to ensure accurate data entry. This impacted planning accuracy, tied up resources in low-value tasks, and left little room for scalability. Traditional OCR-based solutions offered limited relief and still required manual oversight and IT involvement for changes.

Why Netfira? A Flexible, Workflow-Driven Approach

HOERBIGER chose Netfira because of its unique approach to Order Confirmations - not just digitising documents but enabling structured data flows from SAP applications and suppliers. Besides, the solution allowed work to be carried out independently of the SAP systems used. The Netfira Platform offered:

- A data-first model that supports comparison and validation
- Customisable workflows for exception handling
- A supplier portal enabling direct confirmation without PDFs
- Role-based access allowing key users to manage changes without needing IT

"The main drivers were the different approach regarding Order Confirmations and the general flexibility of the solution," said Bernd Glenn, Team Lead Global Process Experts at HOERBIGER.

Implementation and Use Cases

HOERBIGER implemented Netfira to automatically process three main types of transactional documents:



Customer Orders

Streamlined entry process with fewer manual touches, improving speed and accuracy.



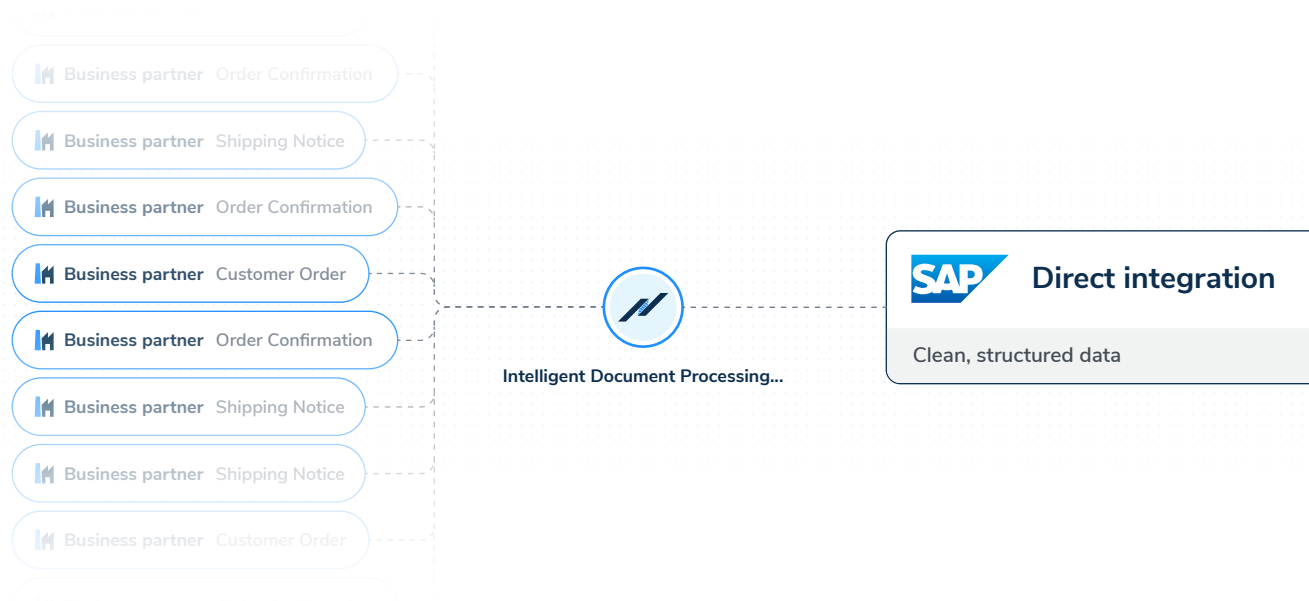
Purchase Order Confirmations

Suppliers can confirm orders directly in the Netfira portal, bypassing the need for PDF-based communication. If prices, delivery dates, or quantities differ from the original PO, the system raises deviations for review based on HOERBIGER's workflow setup.



Shipping Notices (ASNs)

Suppliers' delivery notes are processed to further refine target data and reduce manual effort in goods receipt.



Impact: Greater Efficiency and Planning Accuracy

The introduction of the Netfira Platform has delivered tangible benefits across HOERBIGER's operations:

- Time savings in managing Order Confirmations and creating Customer Orders
- Increased planning accuracy through more reliable delivery dates
- Reduced errors in goods receiving thanks to automated ASNs



Over
700
Connected Business Partners



Over
5,000
Documents Processing per Month

Mastering the PO Journey: From Transactional to Strategic

By automating the handling of POs and related documents, HOERBIGER has taken the first step in transforming purchase orders from simple transactions into drivers of strategic value. Clean, structured data enables better planning, fewer exceptions, and more time for procurement to focus on high-value activities.

"Overall, the solution has been received very well in multiple entities and by users. It is seen as an important building block to further improve operational efficiency."

Bernd Glenn - Team Lead Global Process Experts at HOERBIGER

A Platform for Continuous Improvement

One of the standout features for HOERBIGER is the ability for key users to configure and adapt the Netfira Platform without deep technical involvement. This has empowered teams to scale the solution across multiple entities and tailor workflows to local needs.

Conclusion

Netfira has become a critical enabler of HOERBIGER's digital procurement strategy. The intelligent automation solution replaces manual, error-prone processes with automated workflows and structured data exchange, unlocking greater efficiency, accuracy, and scalability. Roll-outs of the Netfira Platform in other countries are planned.

"The solution offers a lot of possibilities due to the flexibility of adapting it to one's needs and enables users to drive efficiency gains themselves once provided with the solution," Glenn concluded.

About HOERBIGER

Local proximity to customers – global success: HOERBIGER operates in 40 countries on all continents. 6,477 employees at 130 locations – including 30 production plants – deliver reliable solutions for greater performance, greater safety and lower emissions. In 2024, they generated revenue of 1.466 billion euros. For renowned customers in the energy sector, the process industry, the automotive industry, the mechanical engineering industry, safety technology and the electrical industry, HOERBIGER's performance-determining products and services make all the difference. With innovations for decarbonisation and the energy transition, HOERBIGER is already enabling change for a better tomorrow. As the majority owner, the HOERBIGER Foundation preserves the 130-year-old entrepreneurial heritage and guarantees stability, independence and a future-oriented strategy.