



4Service chooses to grow with Palette

“We needed a system that could match our growth.
With Palette, this is exactly what we got”

Finn Rune Kristiansen
CFO, 4Service

4Service is a Norwegian provider of facility management services. The company is quickly expanding and the number of incoming invoices has sharply increased in a short time period. The new situation demanded an invoice processing solution that could keep pace with the company's growth.

Norwegian company 4Service offers facility management solutions within construction, cleaning, properties, canteens and offshore. Since the start in 2010, the company has grown quickly and in 2017, revenue more than doubled compared to the year before – to 1.3 billion Norwegian kronor (approx. 134 million euros).

4Service's pace of growth has led to a considerable increase in incoming invoices. This created a demand for a scalable and flexible system that could automate the processing of invoices.

Easy scalability

Since 2017, 4Service has been using Palette's invoice processing system. Today, the company handles approximately 60 000 invoices each year. Next year, it could well be over 100 000. However, that prospect does not bother CFO Finn Rune Kristiansen.

“With Palette, we could double the number of invoices without having to hire new staff. The scalability in terms of volume and modules was crucial for us when choosing a new system, and incredibly important for us given our current growing pace,” he says.

Management of multiple companies in one environment

4Service consists of several companies all over Norway. From an invoice processing perspective, it can be particularly challenging to be a scattered organization with a high growth pace. Since the start in 1993, Palette has made the management of multiple companies in the same environment one of its focus areas, in order to be able to provide solutions that respond to his need.

"Palette's functionality that allows us to manage invoices from multiple companies in the same environment is genius and saves a whole lot of time out in the organization", says Finn Rune Kristiansen.

Additional automation around the corner

The next step for 4Service will be automating the processing of periodic invoices and employees' expenses.

"These systems makes it possible for us to continue to grow, without having to put more time into administrative tasks. Now we can focus on being more proactive and increase our level of automation even more. We decide ourselves what the pace of our automation is going to be, based on preconditions in the organization. When we're ready, Palette lets us take the next step in a smooth way," says Finn Rune Kristiansen.

It is important to point out that the choice of provider and system needs to be long-term and contribute to your organizational development for several years to come. We chose a scalable and flexible system and a provider with broad competence and knowledge," he says.



4Service Gruppen AS

4Service was founded in 2010 and is one of the Nordic's leading providers of facility management solutions within construction, cleaning, properties, canteens and offshore. 4Service has approximately 2 500 employees and a yearly revenue of approximately 1 500 million Norwegian kronor (approximately 155 million euros).

Customer: 4Service

Branch: Facility management

Geographical area: Norway

ERP: Visma Business

Processes automated with Palette: Invoice processing

Number of invoices/year: 60 000

Number of employees: 2 500

