

Digitization of invoice issuance at Mitsis Hotels



Over 40 years
of experience



16
properties



Resort
hotels

Starting point

In 2012, Greek chain Mitsis Hotels manages all its invoicing work manually and realizes that there is room for improvement. Each hotel is responsible for sending all their invoices to B2B clients. Invoices are sent by post or email. None of these channels provides the traceability and security that Mitsis Hotels requires to ensure that its clients receive the invoice on time, accept the document and proceed to make the payment.

Poor document control results in operational difficulties, and too much time is wasted on resolving disputes and with delayed payments.

To optimize the process, Mitsis Hotels commits to digitization and technology.

“ The lack of document control results in operational difficulties, disputes resolutions and payment delays.

The solution

“ baVel establishes the connections with all the hotel chain’s B2B clients.

Mitsis Hotels decides to digitize issuance of its B2B invoices via the baVel electronic invoicing platform. To kick off the project, baVel connects with Protel, the Mitsis Hotels PMS. This connection is the only technological effort that Mitsis Hotels has to make to start issuing electronic invoices. For its part, baVel establishes the connections with all the hotel chain’s B2B clients. Mitsis Hotels is currently connected with over 75% of its B2B clients through baVel.

Mitsis Hotels decides to start the electronic billing project with one of its hotels in a pilot trial. After seeing that the entire flow works without a hitch, Mitsis Hotels gradually implements baVel at the rest of its properties.

The outcome

Thanks to baVel technology, in 2019 Mitsis Hotels is able to issue over 23,000 invoices automatically. Personnel who were previously responsible for this process now have more time to spend on higher value-added tasks. Another benefit that the hotel chain highlights is the drastic reduction in the use of paper at all of its properties, thus contributing to the environment.

“baVel gives us accuracy. We know for sure that our clients receive their invoices and we have traceability for the entire process”, explains Stavros Mitsis, Managing Director at Mitsis Hotels.

The hotel chain also holds baVel up as a solution that has helped Mitsis achieve their strategic objectives in terms of digitization and has enabled them to keep up with the trend in process automation.



+23k invoices issued
automatically



More time to spend on higher
value-added tasks



Connection with over
75% of its B2B clients



Precision, accuracy and
traceability



Reduction in the
use of paper