

Digitalization of the issuance of invoices at Mitsis Hotels



40+ years of experience



18 establishments



Resort hotels

The starting point

In 2012, the Greek hotel chain Mitsis Hotels was managing all the work derived from their invoicing process manually and realized there were many areas for improvement.

At Mitsis Hotels, each establishment was responsible for sending all invoices to B2B customers; in other words, the process was not centralized. Invoices were sent by postal or electronic mail. None of these channels provided the **traceability and safety required by Mitsis Hotels to ensure their customer received the invoice on time**, was in agreement with the document and proceeded with making the payment.

The lack of document control resulted in operational difficulties, a lot of time invested in resolving disputes and delayed payments.

To optimize this process, Mitsis Hotels decided to invest in digitalization and technology.

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The solution

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Mitsis Hotels decided to digitalize the issuance of their invoices between companies (B2B) through Bavel Billing, Voxel's electronic invoicing solution. To start the project, Voxel connected with Protel, the PMS of Mitsis Hotels. This connection was the only technological effort that needed to be made by Mitsis Hotels to begin issuing electronic invoices. In turn, Voxel connected with all B2B customers of the hotel chain that were still not part of their Bavel network. Currently, Mitsis Hotels connects with more than 75% of their B2B customers through the Bavel platform.



Mitsis Hotels decided to begin the implementation of the electronic invoicing project at a first hotel, as a pilot program. After verifying that the flow was operating smoothly, Mitsis Hotels implemented the Bavel Billing solution at the rest of their establishments incrementally. The deployment of Bavel Billing was completed in 2022.

The outcome

Thanks to Voxel technology, in 2022 Mitsis Hotels was able to issue more than 70,000 invoices automatically. The personnel that was previously in charge of this process has more time now to spend on tasks that provide greater added value. In fact, the hotel chain calculates that it saves more than 6,400 hours per year. In other words, it has gone from having 64 employees spending half an hour each day on invoicing tasks, to having 1 person spending two minutes per day on this process.

Another benefit highlighted by the hotel chain is the **drastic reduction in the use of paper at all their establishments**, contributing in this way to preserving the environment. Specifically, Mitsis Hotels has been able to save 325,000 sheets of paper.

“Voxel’s solutions provide us with precision. We know precisely that our customers receive the invoices and we are able to track the entire process”, explains Stavros Mitsis, Managing Director of Mitsis Hotels. And this precision has also contributed to improving payment collection times.

The hotel chain also considers Voxel one of their most important digitalization partners, as **they have helped them reach their strategic goals in terms of digitalization and has allowed them to follow the trend in terms of automation.**

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STAVROS MITSIS,
Managing Director at
Mitsis Hotels



+70k invoices issued automatically



More time to spend on higher value-added tasks



Connection with over 75% of its B2B clients



Precision, accuracy and traceability



+6,400 working hours saved per year



Timely payments



Reduction in the use of paper: -325k sheets of paper