

# Immoweb removes time-consuming work with **easy2mail**

Immoweb is the leader in the Belgian real estate market, boasting over 135,000 property listings for sale or rent and attracting more than half a million daily visitors. As the go-to platform for buying, renting, or selling property, Immoweb generates a significant volume of documents, such as invoices, that require efficient processing. Recognizing the need to streamline these operations, Immoweb implemented speos' easy2mail solution.

In Belgium, anyone searching for a new home is likely to visit Immoweb. Property listings are created by both private individuals and real estate agents. "For private users who want to sell or rent a property, the process is simple: they upload their data, choose a listing format, and select the desired display period", explains Yves Van Beveren, Platform CRM Product PM at Immoweb. "If they opt for a mailed invoice, we immediately provide the necessary documents to speos for shipment on a daily basis."

Real estate agents, on the other hand, often use their own CRM systems. They can customize listings by adding logos or boosting visibility.

"At the start of each month, we generate invoices based on the previous month's activity. Speos handles the processing and dispatch of these invoices", says Van Beveren.

Currently, speos processes between 1,000 and 1,500 documents per month for Immoweb. "While professional customers maintain consistent volumes, listings from private users tend to fluctuate. But this has no significant impact on our needs."

# Fast implementation

Immoweb decided to outsource its administrative tasks ten years ago. When they chose speos to become their partner, they asked for a speedy implementation. "We initially expected the implementation to take three months, but with speos' support, it was completed in just one-and-a-half month", Van Beveren recalls. "We outlined our processes, speos provided clear guidance on uploading PDFs, and together, we conducted test runs to ensure everything worked seamlessly."



Initially, Immoweb used the standard easy2mail interface. Today, the service is fully integrated into Immoweb's own CRM system, allowing the team to monitor document statuses and histories. "In the past, we've had situations where customers questioned the shipment of an invoice, but speos provides us with statistics that can be easily shared to provide clarity", Van Beveren adds.

## Eliminating administrative hassle

Easy2mail has revolutionized Immoweb's approach to document management. "Previously, we processed up to 6,000 invoices every month with an in-house printer and folding machine. This task consumed an entire workday for one employee", says Van Beveren. "From monitoring the printer to sealing envelopes and affixing stamps, it was tedious and time-intensive."

Now, thanks to speos, this administrative burden is a thing of the past. "By outsourcing our creation and distribution of invoices, we've reclaimed an entire day of productivity each month. Initially, follow-up still required a few hours, but today it's nearly effortless."

# High availability

While easy2mail delivers numerous benefits, Immoweb wants to highlight the availability of speos' support team as its greatest asset. "Whenever we have questions, we receive prompt and accurate responses. Even if a feature isn't immediately available, speos collaborates with us to find alternatives. They also regularly check if things are still working properly."

With the number of printed documents significantly reduced, Immoweb knows that the future is digital. "We are evolving towards e-invoicing and the use of Peppol to send our invoices. Since we are part of an international group, we have yet to decide whether we will use Peppol or another network, but speos is certainly a contender to support our transition. In the end, we all have to adhere to the new regulation, so companies must prepare", concludes Yves Van Beveren.

[Click here](#) to learn more about easy2mail. Or do you want to know more about electronic invoicing and Peppol? Then [discover our e-invoicing solution](#).

