SHARING SUCCESS

Pacifictech

CUSTOMER	INDUSTRY	SYSTEM
Energy One Limited	Energy Tech	Sage Intacct with Pacifictech eInvoicing

THE CHALLENGE

As a global provider of energy software and services operating across Europe, UK and Asia-Pacific, Energy One needed to address emerging eInvoicing compliance requirements across multiple European jurisdictions. With mandatory eInvoicing regulations already in effect in Belgium, and further requirements anticipated in other regions, compliance became a critical business priority.

As Sage Intacct currently does not provide the required eInvoicing capability as part of its core ERP platform, there was the need to identify a complementary solution that could meet local compliance requirements while integrating seamlessly with existing financial processes.

Managing compliance across international entities also introduced additional complexity. Different countries had unique invoicing requirements, tax regulations, languages, and implementation timelines. Coordinating these requirements across multiple locations and stakeholders required a solution that could adapt to evolving needs while supporting a growing international business.

"It's always challenging when you're dealing with different countries, different tax systems, different languages…"— Melinda Sprod

SHARING SUCCESS

THE SOLUTION

Following a recommendation from it's Sage Business Partner, Energy One selected Pacifictech's eInvoicing solution to support its European compliance initiatives. A key factor in the decision was Pacifictech's ability to provide local implementation and support within the same time zone, allowing for more efficient communication and faster issue resolution.

Working closely with the Energy One team, Pacifictech implemented eInvoicing capabilities to support compliance requirements in Belgium and France. Throughout the project, Pacifictech collaborated closely with stakeholders, responding to evolving requirements, accommodating country-specific needs, and providing guidance as new compliance obligations emerged.

Rather than delivering a one-size-fits-all solution, Pacifictech took a consultative approach, working through real-world scenarios and adapting functionality where required. This flexibility ensured that Energy One could meet regulatory deadlines while tailoring the solution to its operational requirements.

"As the implementation went on, the initial scope broadened, resulting in additional features we hadn't identified at the start. The Pacifictech team was able to help if anything needed to be added or changed."
— Melinda Sprod

THE BENEFITS

Helps maintain regulatory compliance	The primary driver for Energy One was meeting evolving European eInvoicing compliance requirements, initially in Belgium and France, with the potential to support future European rollouts.
Local, responsive support	Energy One specifically highlighted local-time-zone support as a major reason for choosing Pacifictech. This avoided the delays associated with working with teams in different time zones.
Flexible and adaptable to country-specific requirements	As Energy One worked through different European requirements, Pacifictech was able to workshop invoice requirements and accommodate changes or additional requirements as they emerged
Practical solution without unnecessary complexity	Energy One considered other solutions with more sophisticated portals and functionality, but Pacifictech was seen as a streamlined and more appropriate solution for their needs rather than an unnecessarily complex and time consuming enterprise platform.
Ongoing support and problem resolution	Energy One valued having a team that remained engaged after implementation, with issues investigated and resolved within a reasonable timeframe.
Collaborative implementation approach	Pacifictech worked closely with Energy One to identify requirements that weren't initially apparent and refine the solution through multiple iterations. This was particularly valuable because Energy One was navigating eInvoicing implementation for the first time.
Supports international growth	The solution provides a pathway for Energy One to extend eInvoicing across additional European entities, including the UK, as requirements develop.

Pacifictech eInvoicing gives organisations a practical way to meet continually evolving international eInvoicing requirements, backed by local expertise, responsive support and the flexibility to adapt as country-specific requirements emerge.

THE CONCLUSION

For Energy One, Pacifictech's eInvoicing solution delivered a reliable pathway to European eInvoicing compliance while providing the flexibility needed to support a growing international business. Through close collaboration, responsive support, and a partnership-driven approach, Pacifictech helped Energy One successfully navigate complex regulatory requirements across countries.

The implementation has enabled Energy One to maintain compliance in Belgium and France while establishing a scalable foundation for future expansion into additional markets, including the UK.

"Software implementations never go exactly to plan, but we've never felt unsupported. We've remained compliant, we've worked through the challenges together, and Pacifictech has been there every step of the way."
Melinda Sprod, *Group Financial Controller*

Sage Tech Partner

Tech Partner of the Year – Sage Australia/Pacific 2024

Top Revenue Tech Partner – Sage Africa/ME 2022

Top Development Partner – Sage Australia/Pacific 2021 | 2020 | 2015 | 2014

Sage Global Development Partner of the Year – 2009

Top Development Partner – Sage Asia 2000

Pacifictech

As a Sage Intacct Market Place Partner, Pacifictech develops innovative solutions that empower Sage Intacct users with smarter, more connected business processes.

Pacifictech has a long and successful history as a Sage Tech Partner, delivering Sage 300 solutions that extend functionality and enhance business capability.

For more information on Pacifictech products and services supporting Sage communities worldwide, visit our website www.pacifictechsol.com