



Reference Customer Program

**TURN YOUR SUCCESS INTO VISIBILITY,
INFLUENCE, AND INDUSTRY IMPACT**



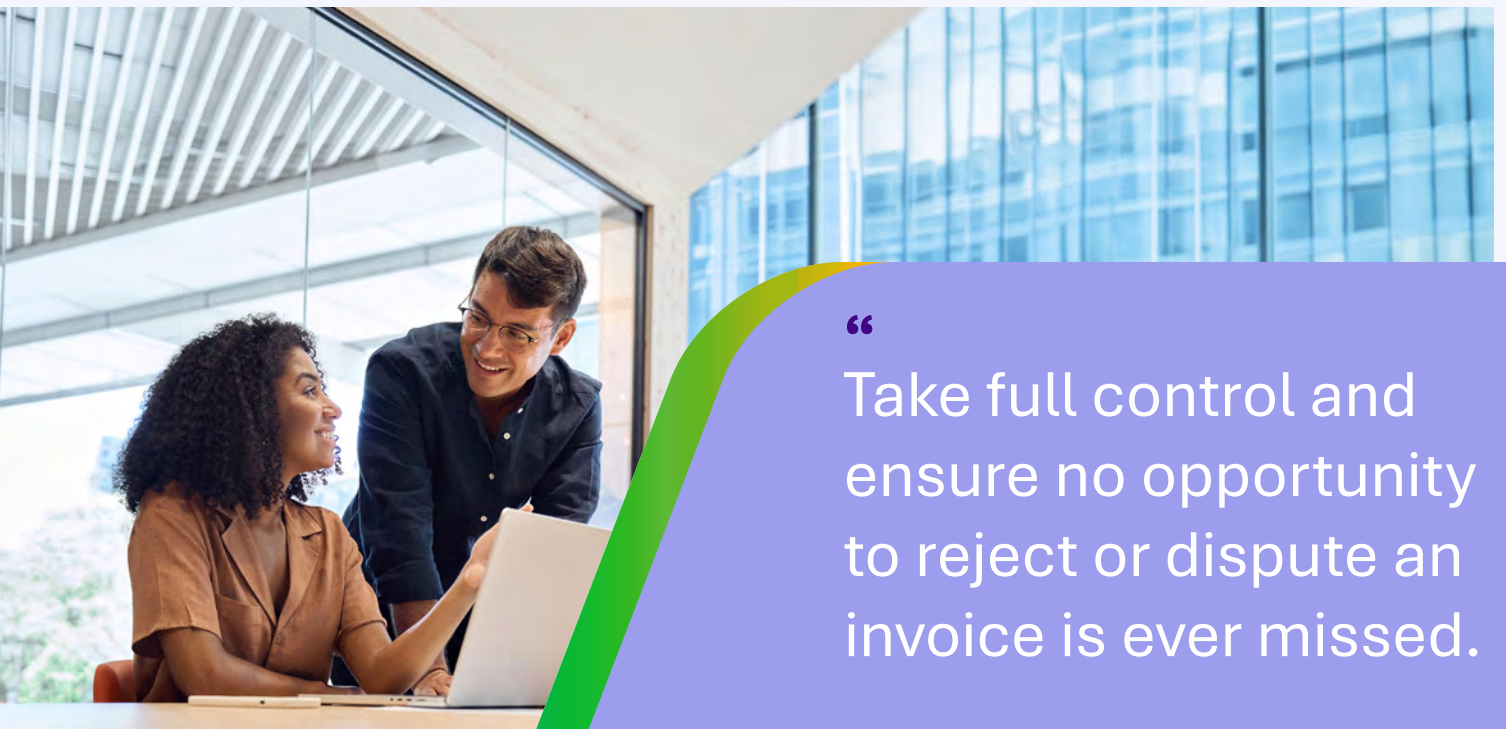
OVERVIEW

Truvio works with over 5,000 organizations worldwide, including leading manufacturing, wholesale, and distribution businesses running Microsoft Dynamics 365.

Many of our customers are achieving measurable results – improving financial control, automating operations, and scaling more efficiently.

The Reference Customer Program is designed to help you showcase those results, build your brand, and gain closer access to Truvio’s product and leadership teams.

This is a structured, flexible program where you choose how and when to participate, based on your priorities and availability.



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Take full control and ensure no opportunity to reject or dispute an invoice is ever missed.

WHAT PARTICIPATION LOOKS LIKE

We keep this simple, structured, and respectful of your time. We handle all drafting, coordination, and preparation – most customers **spend less than one hour** in total, across briefing and review

Logo approval	One-time approval for use on Truvio website and materials
Customer quote	Short written input or 15-minute discussion
Case study	30–45 minute interview, or structured input via email using a simple Q&A template. Content is drafted by Truvio and fully approved by you prior to publication.
Reference call	Occasional 20–30 minute peer conversation (only when relevant and agreed in advance)
Webinar or event	Speaking opportunity based on your interest and availability (optional)





You choose your level of involvement. There is no obligation to participate in everything.

PARTICIPATION LEVELS

<p>Level 1</p> <h2>VISIBILITY</h2> <p>Low effort High credibility</p> <ul style="list-style-type: none">• Logo usage• Short customer quote• Inclusion in selected marketing materials <p>Best for: Teams who want visibility with minimal time commitment</p>	<p>Level 2</p> <h2>STORYTELLING</h2> <p>Moderate effort Strong market presence</p> <ul style="list-style-type: none">• Full case study• Social media and campaign features• Potential inclusion in industry or solution-focused content <p>Best for: Teams who want visibility with minimal time commitment</p>	<p>Level 3</p> <h2>STRATEGIC ADVOCACY</h2> <p>Selective High impact</p> <ul style="list-style-type: none">• Webinar participation• Event speaking opportunities• Customer panels or roundtables• Advisory board invitations (where relevant) <p>Best for: Customers who want to influence the market and engage closely with Truvio leadership</p>
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Additional Opportunities

Depending on your interest and profile, you may also be invited to:

-  Participate in ROI or benchmarking studies
-  Join analyst or media opportunities
-  Contribute to product feedback sessions
-  Support regional or industry-specific campaigns

All participation is discussed and agreed in advance.

TELEPERFORMANCE × EXFLOW GLOBAL AP AUTOMATION ACROSS 14 COUNTRIES ON DYNAMICS 365 F&O

Key Outcomes

ExFlow adopted into Teleperformance's global D365 F&O template

Now live in 14 countries and expanding

In France, 3 of 4 AP staff moved to higher-value strategic work

Improved compliance, process control, and audit readiness

The Challenge

Teleperformance's regional offices were processing invoices at wildly different speeds – some entirely manual. With operations in 80 countries, they needed a standardized, scalable AP workflow inside their global Dynamics 365 template.

The Approach

In 2020, Teleperformance's Director of Digital Transformation benchmarked invoice processing times across three regions to measure the impact of automation – comparing full ExFlow + OCR, partial automation, and no automation at all.

The Results



76% faster processing with the full ExFlow stack vs. manual workflows.

Next priority

e-invoicing and CTC compliance across Europe



[Read the Full Case Study](#)

WHAT YOU GAIN

This is a mutual value exchange, not a one-sided marketing request. As a reference customer, you gain access to:

Increased visibility

Showcase your success to a global audience across Truvio channels, campaigns, and events.

Month-end close

When invoices are posted in real time and exceptions are handled as they arise, close becomes a confirmation rather than a crisis.

Finance team capacity

Staff who are not manually processing invoices can work on FP&A, forecasting, and activities that drive strategic value.

Audit readiness

A complete, timestamped audit trail across every invoice and approval, accessible inside Dynamics, transforms audit preparation from a manual exercise into a query.

Change management foundation

Organisations that automate AP first find that their teams are better prepared for the broader D365 implementation that follows.

WHO THIS IS FOR

The program is best suited for customers who:



Are on track to achieve, or have already achieved, measurable outcomes with Truvio solutions



Are open to sharing their experience with peers



See value in building their external brand and visibility

Participation is based on mutual fit and customer interest.

You don't need to be fully optimized to participate

In reality, the most compelling stories are about progress, practical improvements, and real-world experience – not perfection.



You can highlight specific wins – process automation, improved accuracy, time savings



You don't need complete data across every area of the business



It's perfectly fine to still be evolving or optimizing your setup



We help shape the story around what's already working well

Our role is to showcase your strengths and outcomes – not to evaluate or audit your usage.

Your competitive advantage stays protected

We understand that many customers view their Truvio setup as part of their competitive edge. The program is designed to protect that advantage, not expose it.



You have full control over what is shared – nothing is published without your approval



Content focuses on business outcomes and impact, not sensitive operational details



We avoid disclosing anything that could be used to replicate your approach



You choose the level of visibility that fits your comfort level

Many customers find that participation actually strengthens their market position – establishing them as leaders in their field, rather than revealing their methods.

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Truvio AP Automation powered by ExFlow became the **catalyst for minimizing manual tasks**, aligning perfectly with Teleperformance's broader vision for a digitally transformed future



Hanna Karlsson

Continuous Improvement Manager,
Teleperformance

CASE STUDY PROCESS — WHAT TO EXPECT ^(LEVEL 2)

We manage the entire process. Your involvement is minimal and always agreed in advance.

1. Kick-off | Week 0-1

A short briefing call with our Marketing team (30-45 minutes) to capture your experience, key outcomes, and the messages that matter most. Prefer to keep it async? We can work from a brief via email instead – whatever suits you.

2. Draft Development | Week 1-2

Our team takes the briefing and develops the first full draft – whether that's a written case study, a spotlight feature, or another agreed format. No extra work required from your side at this stage.

3. Review Round 1 | Week 2

You receive the draft and provide feedback. Most reviewers complete this within 3-5 business days. We keep it straightforward – tracked comments or a short call, whichever works best.

4. Final Review & Approval | Week 3

The final version, complete with design and layout, is shared for your sign-off before anything is published. Nothing goes live without your explicit approval.

5. Go-Live | Week 3-4

Content is published and distributed as agreed – across the channels and formats confirmed with you in advance.

Total time commitment

Approximately 1-2 hours across briefing and review. We handle everything in between.

SOCIAL MEDIA & CAMPAIGN PARTICIPATION (LEVEL 2)

When you participate at **Level 2**, Truvio may feature your story across our marketing channels. Here is exactly what that looks like — and what it does not include.

Case study promotion	Your story featured across Truvio’s LinkedIn, email campaigns, and digital channels – reaching prospects and peers in your industry.
Co-branded content	Joint posts, customer spotlight features, or short-form content that elevates both brands.
Quote usage	Selected quotes used in campaigns, sales presentations, or website content, always in context and with your approval.
Optional amplification	You may choose to share or repost content through your own channels – entirely at your discretion.
Optional campaign participation	This may include webinars, short videos, or event features. Always discussed and agreed in advance.

What we will always do

- ✔ Share all content with you for approval before it is published
- ✔ Clearly communicate where and how your brand will appear
- ✔ Respect your brand guidelines and internal approval processes

What you are not committing to

- ⚠ You are not obligated to participate in every activity
- ⚠ Your brand and content will never be used without prior written approval

OPT-OUT CLAUSE

Participation is completely voluntary. You may withdraw from the program at any time by notifying your Customer Success Manager or the Truvio Marketing team at marketing@truvio.com.

If you choose to opt out:

No new content

No new content will be created or published following your withdrawal.

Immediate pause

Any unpublished materials in production will be stopped immediately.

Published content

Existing published content can be reviewed and, where feasible, removed upon request.

GETTING STARTED

Interested in Participating? Your Customer Success Manager can help identify the most suitable level of involvement.

[Sign me up](#)

[Contact us](#)

