

SPEOS

Concept Report

The methodology

DESIGN THINKING METHODOLOGY

AGILE METHODOLOGY

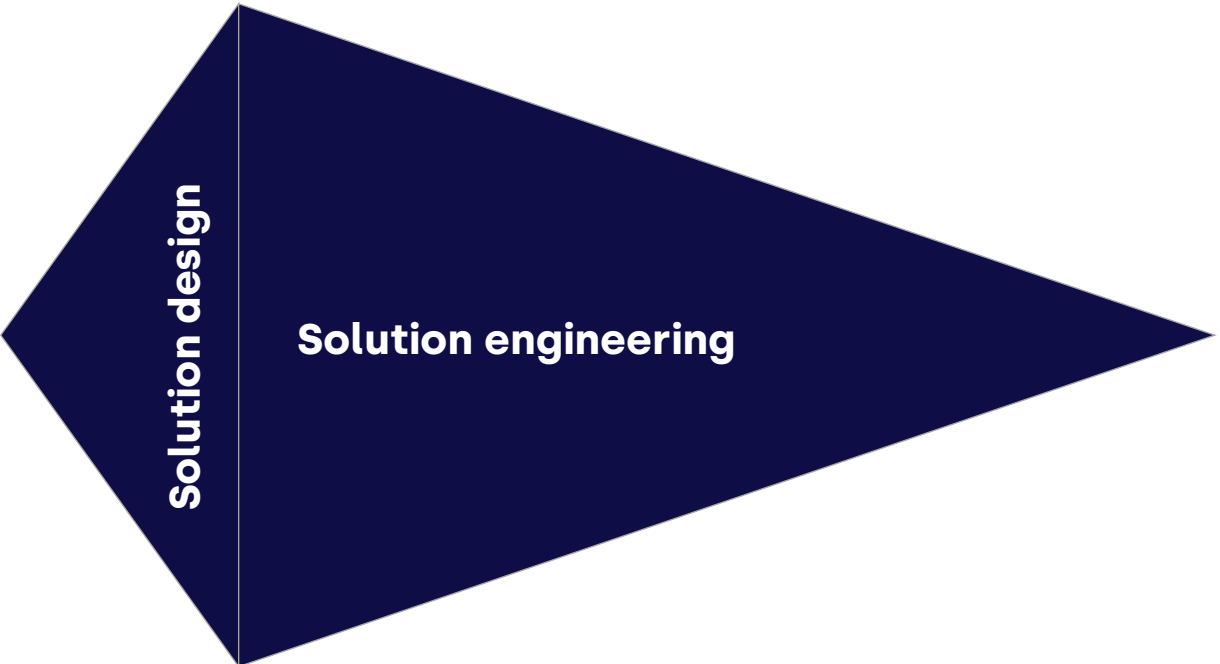
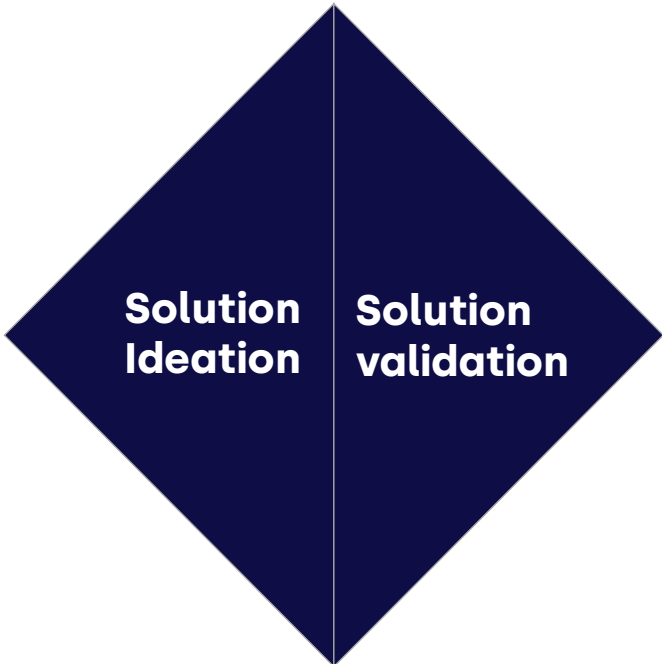
CAPTURE

DISCOVERY

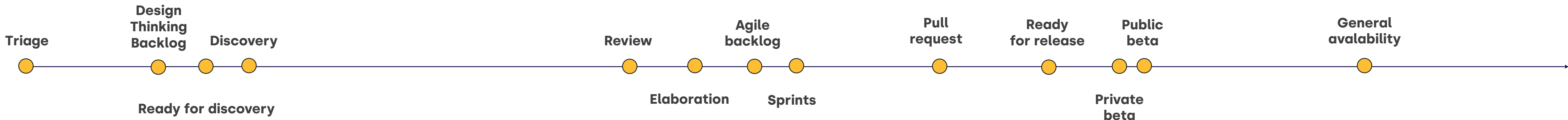
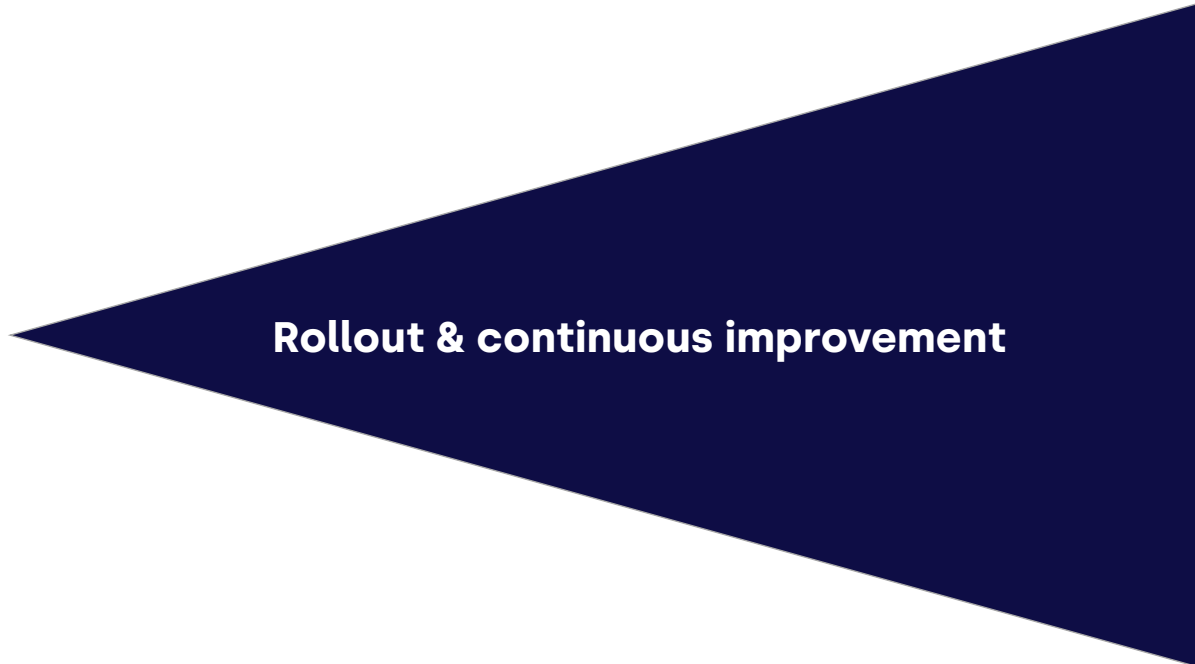
DELIVERY

ROLLOUT

Opportunity



Viable solution



LATER

NEXT

NOW

Continuous

Feature: **0-2 weeks** Complex product : **2-4 months**

Feature: **1-4 weeks** Complex product : **3-6 months**

Feature: **1-2 weeks** Complex product : **2-4 months**

Identify, capture and prioritize

Understand and frame the problem more clearly

Test the value, viability, and feasibility of a solution

Gather feedback from a selected cohort of users and address issues

Roll out and refine any issues at scale

Maximise the return on investment

DESIGN THINKING METHODOLOGY

AGILE METHODOLOGY

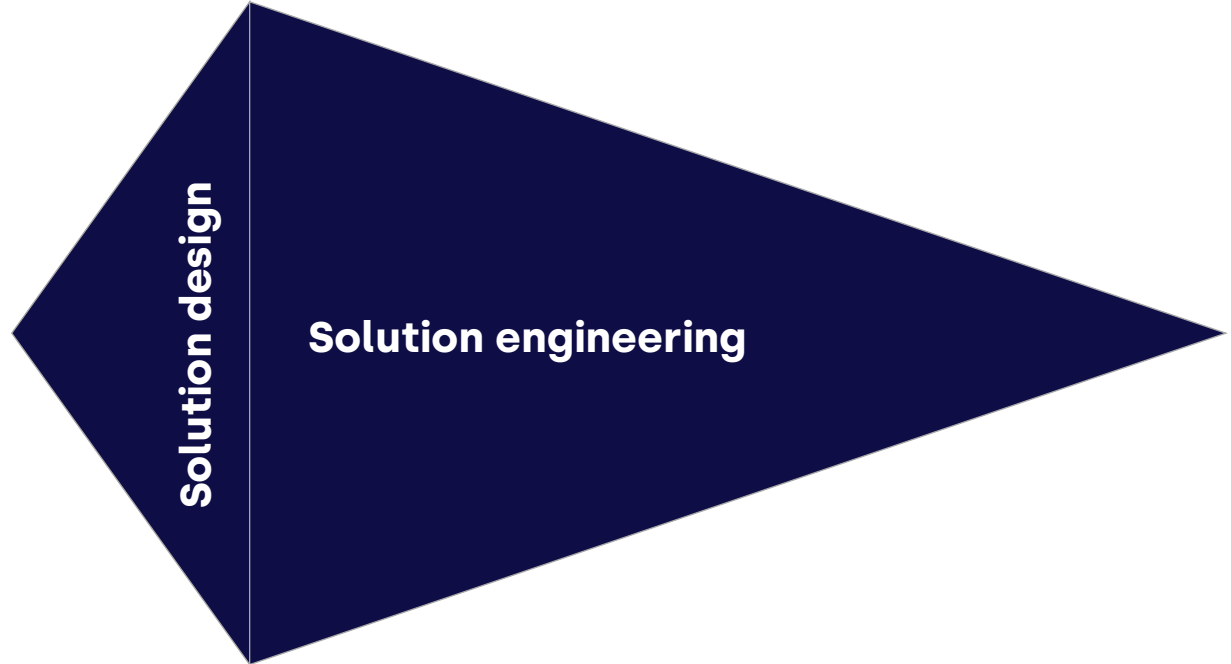
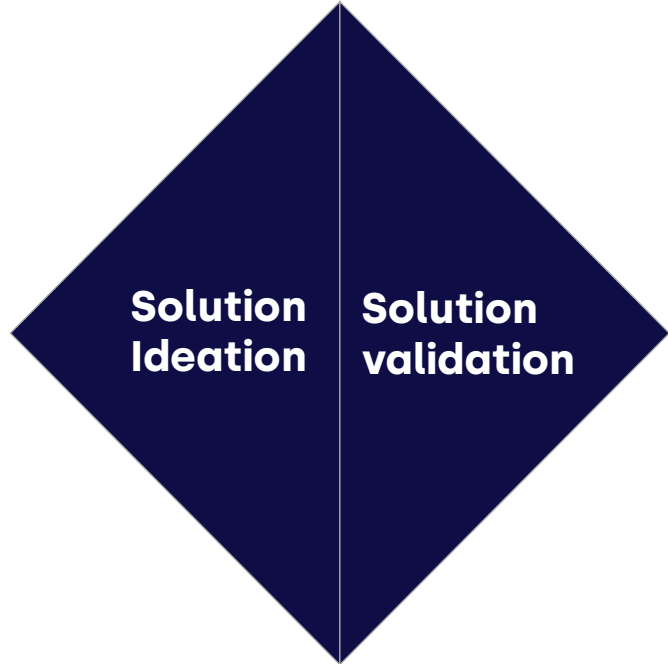
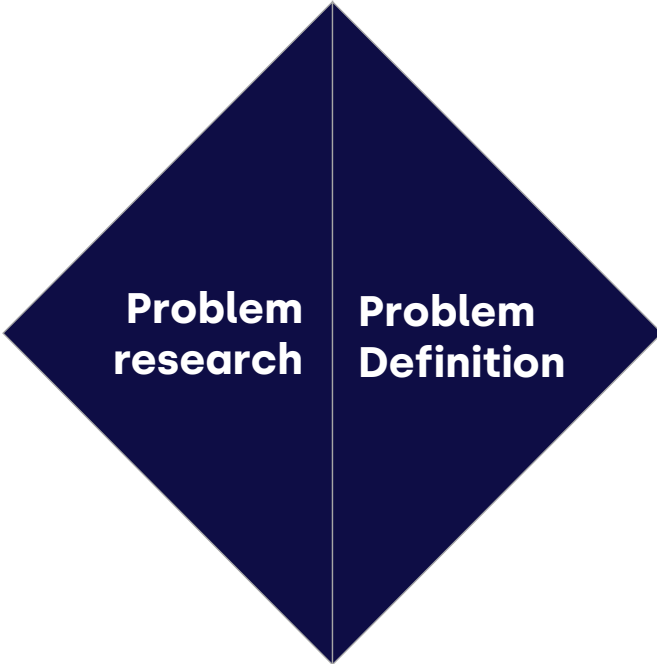
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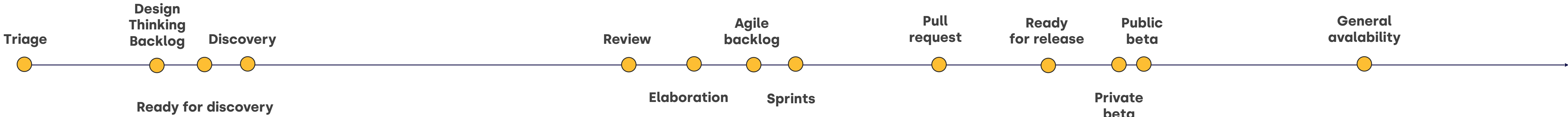
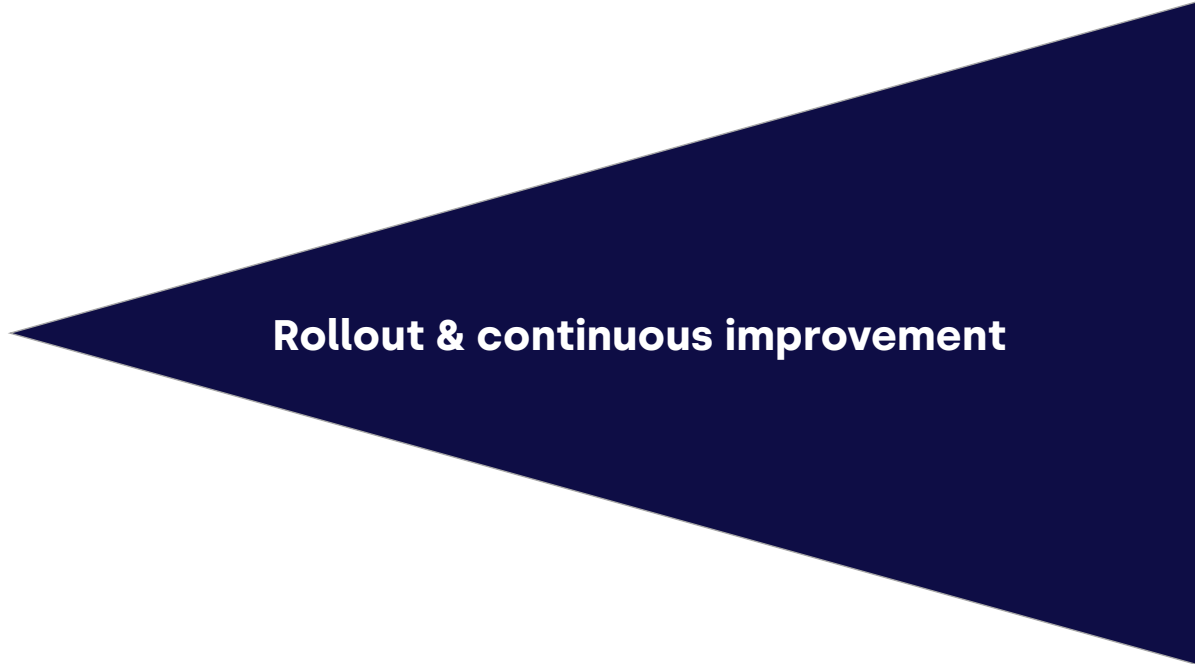
DELIVERY

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Viable solution



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NOW

Feature: 0-2 weeks Complex product : 2-4 months

Feature: 1-4 weeks Complex product : 3-6 months

Feature: 1-2 weeks Complex product : 2-4 months

Exploration

Interview

Customer Journey

Design sprint

Rapid Prototype

Screenflow

User story Dev

Screenflow

User story

Screenflow

User story

Product manager

Product owner

Technical lead

UX research (service design / ideation)

UX detailed solution (optimisation)

UI

Roadmap

1. **Market analysis**
2. **Expert interviews**
3. **Competitors benchmark**
4. **Personas**
5. **Customer interviews**

ANALYSE

6. **Customer Journey**
7. **Value propositions (MVP's)**

PROTOTYPE

8. **Prototyping**
9. **User test**
10. **Iterations**

CONCEPT

11. **User Stories**
12. **User flows**
13. **UX/UI**

1. Market Segments

1. Market Segments

Large Accounts (Build-to-Mail):

- Industries: Banks, insurance, telecommunications.
- Needs: Complex, personalized solutions with high compliance standards.

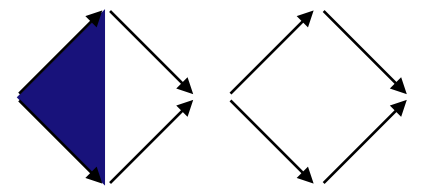
PMEs (Easy2Mail):

- Small businesses requiring standardized and automated solutions.
- Potential for digital adoption growth.
- Professionals such as lawyers, syndicates, and medical offices.

Integrators/resellers:

- Partners offering Speos services as part of their services offering.

2. Expert Interviews



interviewees

- **Patrick Vanhaeren** (IT Quality Assurance Manager)
- **Anasse Elyoussofi** (Production Manager)
- **Florence Damsin** (Finance & Administration Director)
- **Laurent Ide** (Operations Director)
- **Serge Diederich** (ICT Operational Manager)
- **Fabrice De Vlaminck** (Customer Service Manager)
- **Robin Roelands** (Marketing Director)
- **Nicolas Buysse** (Customer Service Team Leader)
- **Fabrice De Vlaminck** (Customer Service Manager)
- **Jérôme Delcourt** (Sales Director)
- **Christian D'hooge** (Key Account Manager)
- **Jürgen Germonpré** (IT Product Owner)
- **Trung Hieu Tran** (Operations Project Manager)

Key Pain Points Identified

Insights from Internal Expert Interviews

Pain Points

- 1. Time-to-Market Delays**
- 2. Lack of Automation & Standardization**
- 3. Customer Autonomy Challenges**
- 4. Tool Complexity & System Fragmentation**
- 5. Lack of Proactivity**
- 6. Gaps in Digital Solutions**
- 7. Service Rigidity**
- 8. Competitive Pressure**
- 9. Billing Complexity**
- 10. Expansion Challenges**

1. Time-to-Market Delays

Prolonged project implementation and client onboarding.

Details:

- Integration of new clients takes up to several months.
- Urgent client needs (e.g., campaigns, SLA requirements) are often unmet.
- Manual processes slow down deployment.

Impact:

Frustration among clients; missed opportunities for rapid delivery.

2. Lack of Automation & Standardization

Over-reliance on manual workflows and absence of standard processes.

Details:

- High error rates in manual operations (e.g., invoicing, file handling).
- Complex client-specific customizations hinder scalability.
- Insufficient API integrations and outdated tools.

Impact:

Reduced efficiency and increased operational costs.

3. Customer Autonomy Challenges

Customers rely too heavily on internal teams for adjustments.

Details:

- Lack of self-service capabilities (e.g., campaign configuration, real-time tracking).
- Interfaces are non-intuitive for non-technical users.
- Absence of transparent client portals for monitoring progress.

Impact:

Client dissatisfaction and higher workload for internal teams.

4. Tool Complexity & System Fragmentation

Fragmented internal tools hinder productivity.

Details:

- Multiple disconnected systems (e.g., TopDesk, Navision, Salesforce).
- Difficulty in consolidating data and resolving issues quickly.
- Need for unified, user-friendly platforms.

Impact:

Inefficiencies in operations and delayed resolutions.

5. Lack of Proactivity

Reactive approach instead of anticipating client needs.

Details:

- Few preemptive solutions or packaged offerings for recurring needs.
- Minimal use of data insights to tailor multichannel strategies.
- Clients expect proactive recommendations based on their behavior.

Impact: Missed opportunities for added value and long-term loyalty.

6. Gaps in Digital Solutions

Immature or inadequate digital offerings.

Details:

- Limited API flexibility and integration in solutions like Easy2Mail.
- Digital products do not meet client expectations for ease of use.
- Lack of tailored features for SMEs vs. large accounts.

Impact: Competitive disadvantage in the digital transformation space.

7. Service R Rigidity

Inability to quickly adapt to specific client needs.

Details:

- SLA constraints (e.g., J0 deadlines) disrupt overall planning.
- High dependency on human intervention for customization.
- Challenges in balancing automation with tailored services.

Impact:

Inefficient resource allocation and lower client satisfaction.

8. Competitive Pressure

Competitors are perceived as more agile and innovative.

Details:

- Agile players like EasyPost and Doccle target SMEs effectively.
- Competitors offer advanced features (e.g., fallback options, digital-first services).
- Clients increasingly prefer digital-first solutions over paper.

Impact:

Risk of losing market share to faster, tech-savvy competitors.

9. Billing Complexity

Overly complex and error-prone billing processes.

Details:

- Multiple billing codes complicate internal workflows.
- Lack of differentiated pricing models for SMEs and large accounts.
- Frequent errors require manual revisions, reducing trust.

Impact: Higher operational costs and client dissatisfaction.

10. Expansion Challenges

Limited competitiveness outside Belgium.

Details:

- High postal costs for paper-based services.
- Lack of brand recognition in neighboring markets.
- Fragmented digital offerings not optimized for global expansion.

Impact:

Difficulty capturing international market opportunities.

Opportunities for Innovation Platform

Insights from Internal Expert Interviews

Opportunities

1. Enhanced customer experience through self-service and real-time tracking.
2. Automation and scalability for operational efficiency.
3. Multi-channel integration for broader market appeal.
4. Data-driven insights for smarter client decisions.
5. Flexible pricing models to attract varied client segments.
6. Global readiness to capture international growth.
7. Proactive client engagement for stronger relationships.
8. Standardization with modular flexibility.
9. Next-gen innovation in digital offerings.
10. Unified client portal for seamless operations.

1. Enhanced Customer Experience

Build a seamless, user-friendly interface for better client engagement.

Details:

- **Self-service capabilities:** Empower customers to configure and monitor their campaigns.
- **Real-time tracking:** Provide proactive status updates and incident alerts.
- **Personalized dashboards:** Tailored views for SMEs, large accounts, and specific sectors.

Impact:

Increased client autonomy, reduced support workload, and improved satisfaction.

2. Automation & Scalability

Leverage automation to simplify complex workflows and scale services.

Details:

- Automate repetitive tasks (e.g., billing, onboarding, template adjustments).
- Integrate with third-party APIs for seamless connectivity (e.g., ERP systems).
- Streamline processes for smaller clients with self-onboarding options.

Impact:

Cost efficiency, faster project implementation, and scalability for SMEs.

3. Multi-Channel Integration

Provide an integrated solution for paper, digital, and fallback channels.

Details:

- Develop unified tools for multi-channel communication (emails, SMS, print).
- Allow customers to choose preferred delivery channels (“User Preference” models).
- Enable fallback mechanisms for undelivered digital communications.

Impact: Positioning as a leader in multichannel services and increasing market appeal.

4. Data-Driven Insights

Use data analytics to deliver actionable insights to clients.

Details:

- Build advanced reporting tools with BI capabilities for usage tracking and optimization.
- Analyze customer preferences and behaviors to recommend strategies.
- Provide sector-specific insights (e.g., telecoms, healthcare, finance).

Impact: Stronger client decision-making support and long-term loyalty.

5. Flexible Pricing Models

Introduce differentiated pricing to attract a wider range of clients.

Details:

- Offer tiered service levels (e.g., "Basic," "Gold") to meet varied needs.
- Implement pay-as-you-go or subscription models for SMEs.

Impact:

Broader client base.

6. Market Expansion

Position the platform to capture international opportunities.

Details:

- Optimize digital services for compliance with global standards (e.g., B2B e-invoicing).
- Focus on features like multi-language support and regional customization.
- Expand into untapped niches such as legal services, syndics, and SMEs.

Impact: Accelerated growth beyond Belgium and a stronger global presence.

7. Proactive Customer Engagement

Shift from reactive to proactive service delivery.

Details:

- Use predictive analytics to preemptively address client issues.
- Proactively recommend improvements based on client usage patterns.
- Regularly update clients on platform innovations and features.

Impact: Improved client trust, long-term retention, and value perception.

8. Standardization with Flexibility

Balance standardized processes with customization for key accounts.

Details:

- Create reusable templates for recurring client needs.
- Allow modular add-ons for large clients with specific demands.
- Minimize manual customizations while ensuring flexibility where needed.

Impact: Operational efficiency and stronger appeal to diverse client segments.

9. Innovation in Product Offerings

Develop next-gen digital solutions to stay ahead of competitors.

Details:

- Build tools for consent management and data privacy compliance.
- Introduce interactive features like drag-and-drop campaign builders.
- Add integrations for payment solutions (e.g., QR codes, e-payments).

Impact: Stronger differentiation and appeal to tech-savvy clients.

10. Unified Client Portal

Provide a single platform for all client interactions.

Details:

- Combine tracking, billing, and reporting into one accessible dashboard.
- Offer unified ticketing for faster issue resolution.
- Include an open API marketplace for additional client customizations.

Impact: Enhanced user experience and operational transparency.

11. Competitive Differentiation

Use platform innovation to stand out in the market.

Details:

- Highlight features like advanced analytics, fallback mechanisms, and flexibility.
- Position the platform as a “One Stop Shop” for multi-channel communication.
- Showcase industry certifications and compliance to reinforce trust.

Impact:

Improved market perception and competitive edge.

3. Competitors benchmark



SAAS

<https://www.figma.com/design/ZGYtrdlnOx5YcEiTlnOzuU/Research?node-id=422-2667&t=s01ieCtuINXZBZCI-1>

Website

<https://www.figma.com/design/ZGYtrdlnOx5YcEiTlnOzuU/Research?node-id=0-1&t=6SnoldF9y46OLtFo-1>

4. Personas

Potential Personas

1. IT & Operations Managers
2. Finance Teams
3. Production Coordinators
4. Large Account Decision-Makers (Key Accounts)
5. SMEs & Small Business Owners
6. Niche Professionals
7. Marketing and BI Managers
8. Integrators & IT Partners

1. IT & Operations Managers

Role:

Decision-makers for technical and operational solutions within client organizations.

Key Responsibilities:

- Overseeing implementation and quality of technical solutions.
- Managing integrations with existing client systems.

Needs:

- Automation of workflows.
- Multichannel integration (paper, email, SMS, fallback).
- Time-to-market efficiency.

Frustrations:

- Delays in onboarding and deployment.
- Lack of proactive communication or self-service tools.

Examples:

Focused on multichannel integration and ensuring service delivery excellence.

2. Finance Teams

Role:

Responsible for billing, payments, and compliance.

Key Responsibilities:

- Generating and managing invoices.
- Ensuring compliance with e-invoicing regulations (B2B/B2G).

Needs:

- Automation of manual processes (e.g., invoice generation).
- Error-free workflows.
- Tools for tracking payments and notifications.

Frustrations:

- Manual steps in current workflows (e.g., Easy2Mail limitations).
- Risks of errors, such as misrouted invoices.

Examples:

Struggles with manual interventions and inefficiencies in billing systems.

3. Production Coordinators

Role:

Manage the logistics of document production and delivery.

Key Responsibilities:

- Overseeing production processes for large-scale document handling.
- Ensuring SLAs and quality standards are met.

Needs:

- Tools to balance automation and human oversight.
- Simplified workflows for specific and complex needs.

Frustrations:

- Lack of flexibility for unique client requirements.
- SLA pressures disrupting broader planning.

Examples:

Balances automation with the need for human interaction and client-specific requirements.

4. Large Account Decision-Makers (Key Accounts)

Role:

Strategic leaders in client organizations managing vendor relationships.

Key Responsibilities:

- Ensuring vendor solutions align with organizational goals.
- Managing SLAs, quality, and compliance requirements.

Needs:

- Seamless multichannel solutions.
- Clear reporting and analytics for strategic insights.

Frustrations:

- Time-to-market delays.
- Lack of proactive service and innovation.

Examples:

Focused on renewals, escalations, and solution alignment with business goals.

5. SMEs & Small Business Owners

Role:

Owners or managers of small businesses adopting document solutions.

Key Responsibilities:

- Handling invoicing, communications, and client interactions.

Needs:

- Easy-to-use, standardized solutions (e.g., Easy2Mail).
- Affordable and scalable options with minimal setup.

Frustrations:

- Complexity in adopting new tools.
- Lack of guidance or onboarding support.

Examples:

- Small business users of Easy2Mail seeking low-touch, reliable solutions.

6. niche professionals

Role:

Legal, medical, or specialized professionals needing tailored solutions.

Key Responsibilities:

- Managing specific document workflows unique to their industry.

Needs:

- High compliance and confidentiality.
- Customizable workflows for niche requirements.

Frustrations:

- Difficulty in adapting standardized solutions to their unique needs.

Examples:

- Lawyers, medical offices, and syndicates requiring specialized solutions.

7. Marketing and BI Managers

Role:

Business intelligence and marketing leaders optimizing client communications.

Key Responsibilities:

- Analyzing recipient preferences and behaviors.
- Designing communication strategies based on data.

Needs:

- Data-driven insights into channel performance.
- Flexibility to adjust strategies for improved engagement.

Frustrations:

- Lack of robust reporting tools.
- Limited personalization capabilities.

Examples:

Envisions leveraging data for multichannel optimization and recipient preferences.

8. Integrators & IT Partners

Role:

IT professionals or external partners integrating SPEOS solutions.

Key Responsibilities:

- Setting up and maintaining system integrations.
- Customizing solutions to fit organizational workflows.

Needs:

- API availability for seamless integration.
- Clear documentation and support for complex implementations.

Frustrations:

- Lack of API standardization or flexibility.
- Time-consuming processes for customizations.

Examples:

- External IT teams working with SPEOS solutions.

5. Customer Interview

6. Customer Journey

Customer Lifecycle

1. Onboarding:

Kickoff & Planning, Configuration, Testing, Training, Go-Live.

2. Operational Phase:

Input, compose & enrich, distribute.

3. Tracking / Reporting :

Real-Time Tracking, Reports & KPIs, Compliance Audits.

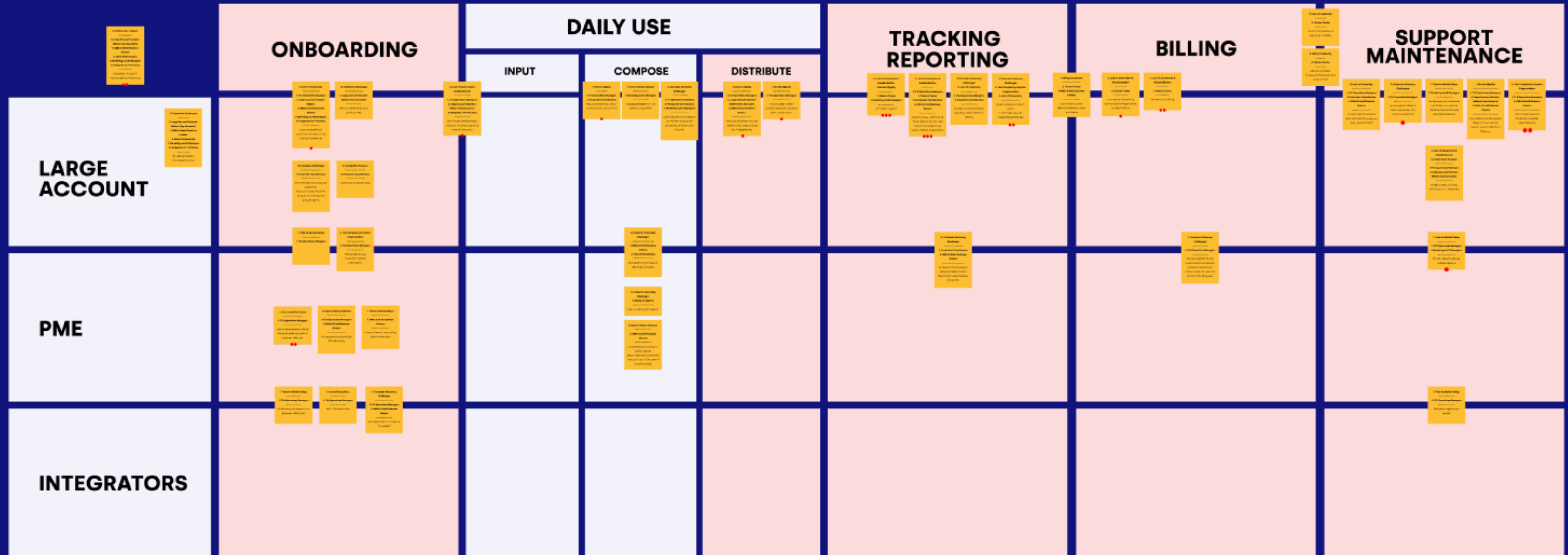
4. Billing :

Usage Monitoring, Invoice Generation.

5. Maintenance & support:

Issue Resolution, Proactive Maintenance, Optimizations, Relationship Management.

4. Personas



MVP

5

ONBOARDING

1. Time-to-Market Delays

3

TRACKING & REPORTING

2. Lack of Automation & Standardization
7. Service Rigidity

3

TRACKING & REPORTING

2. Lack of Automation & Standardization

2

TRACKING & REPORTING

3. Customer Autonomy Challenges
4. Tool Complexity & System Fragmentation
5. Lack of Proactivity

2

BILLING

2. Lack of Automation & Standardization (Manual error in billing)

2

SUPPORT MAINTENANCE

4. Tool Complexity & System Fragmentation

1

ONBOARDING

5. Lack of Proactivity

1

COMPOSE

7. Service Rigidity

1

DISTRIBUTE

7. Service Rigidity (channel self-service)

1

DISTRIBUTE

7. Service Rigidity (volume spikes)

1

BILLING

2. Lack of Automation & Standardization (unclear invoicing)

1

SUPPORT MAINTENANCE

3. Customer Autonomy Challenges

1

SUPPORT MAINTENANCE

1. Time-to-Market Delays

MVP++

PERSONALITIES OF INTEREST

ALL KIND

8

1. IT & Operations Managers

4

4. Large Account Decision-Makers

4

5. SMEs & Small Business Owners

4

2. Finance Teams

3

7. Marketing and BI Managers

2

3. Production Coordinators

2

8. Integrators & IT Partners

SME

1

1. IT & Operations Managers

Let's apply the **right solution**
at the **right stage**
for the **right segment**
and it's **personas.**

7. MVP's Value Propositions

Onboarding

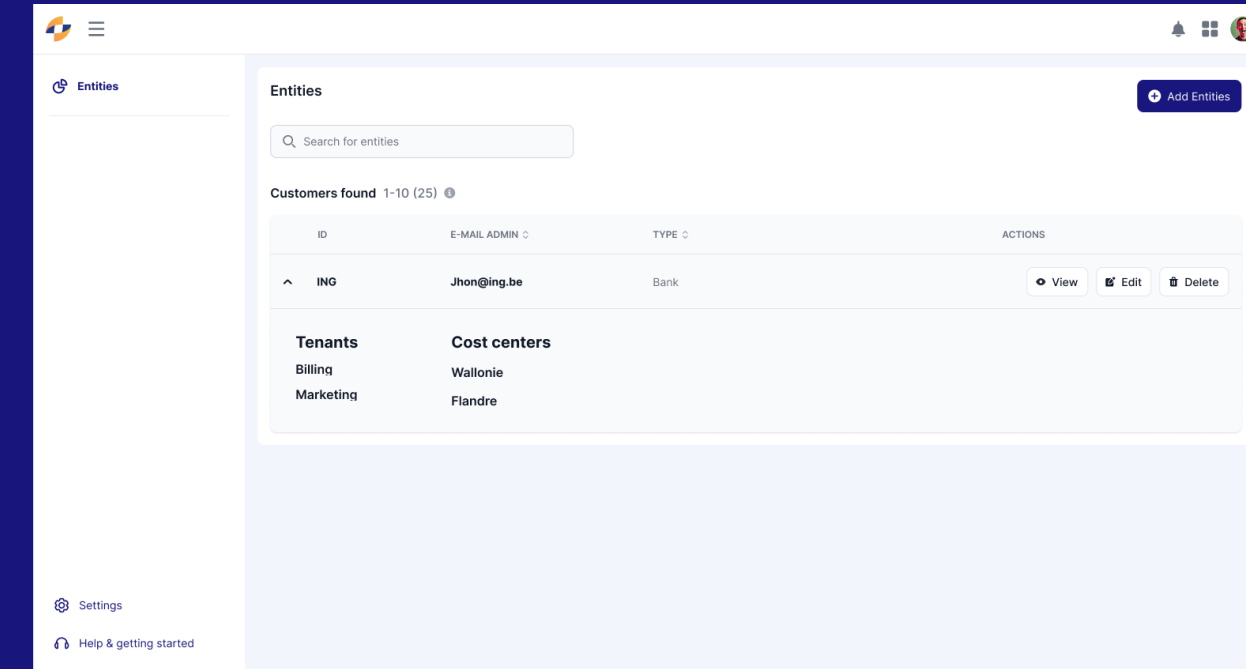
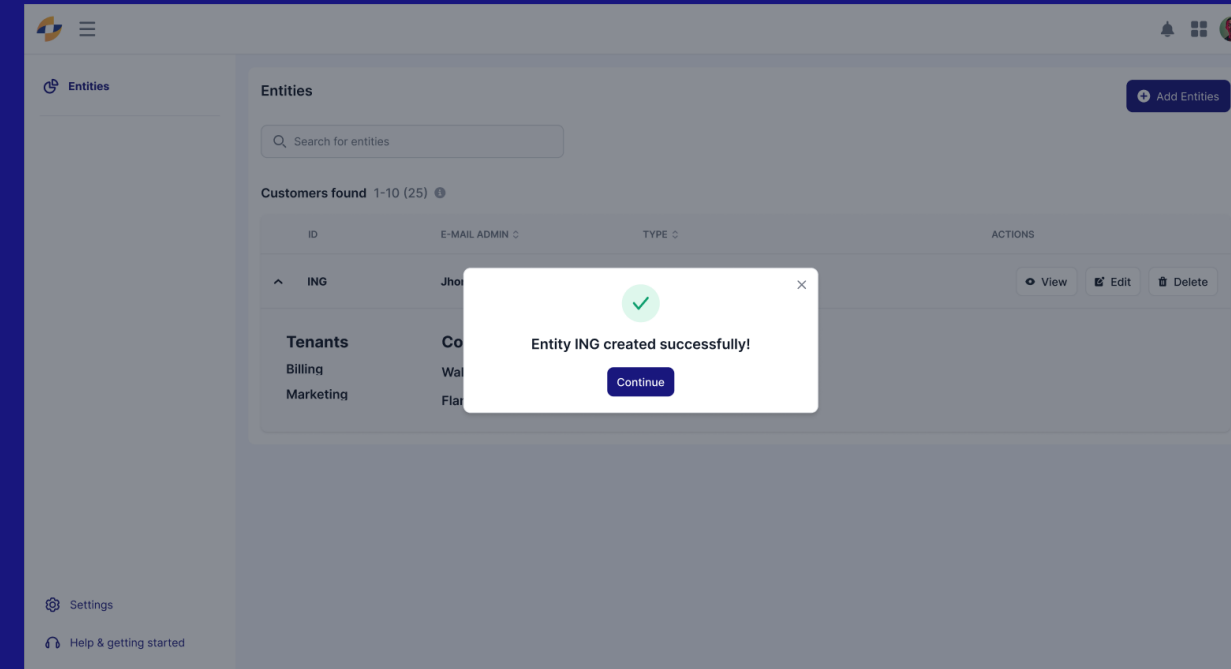
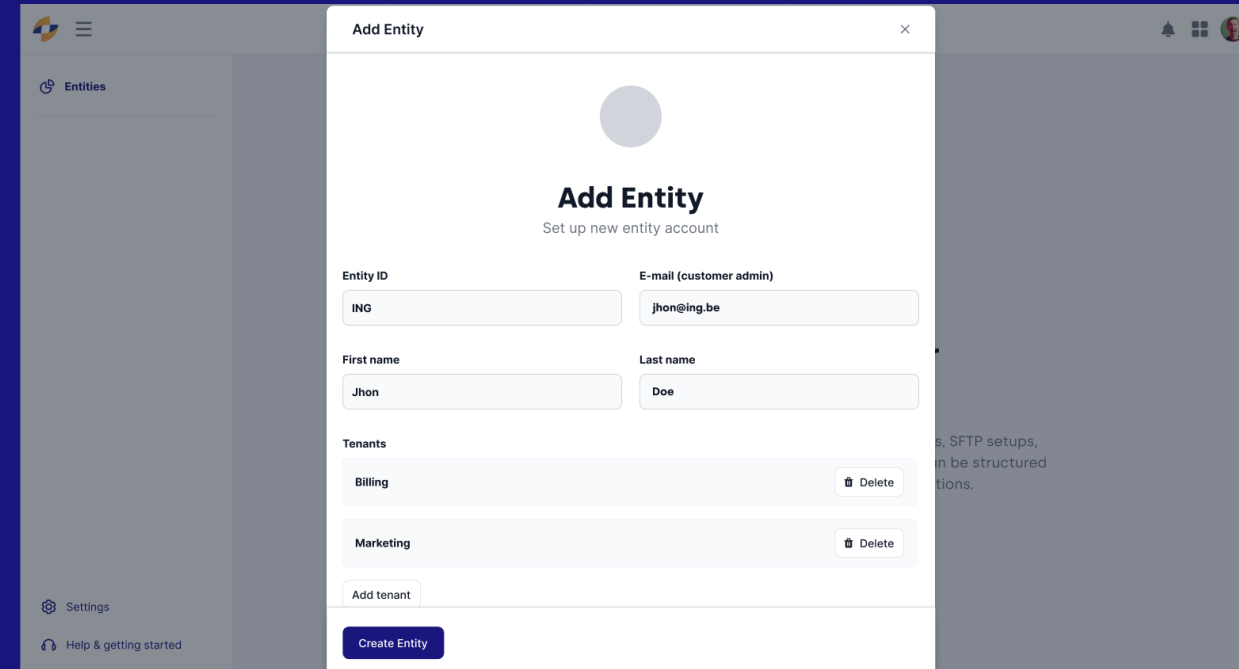
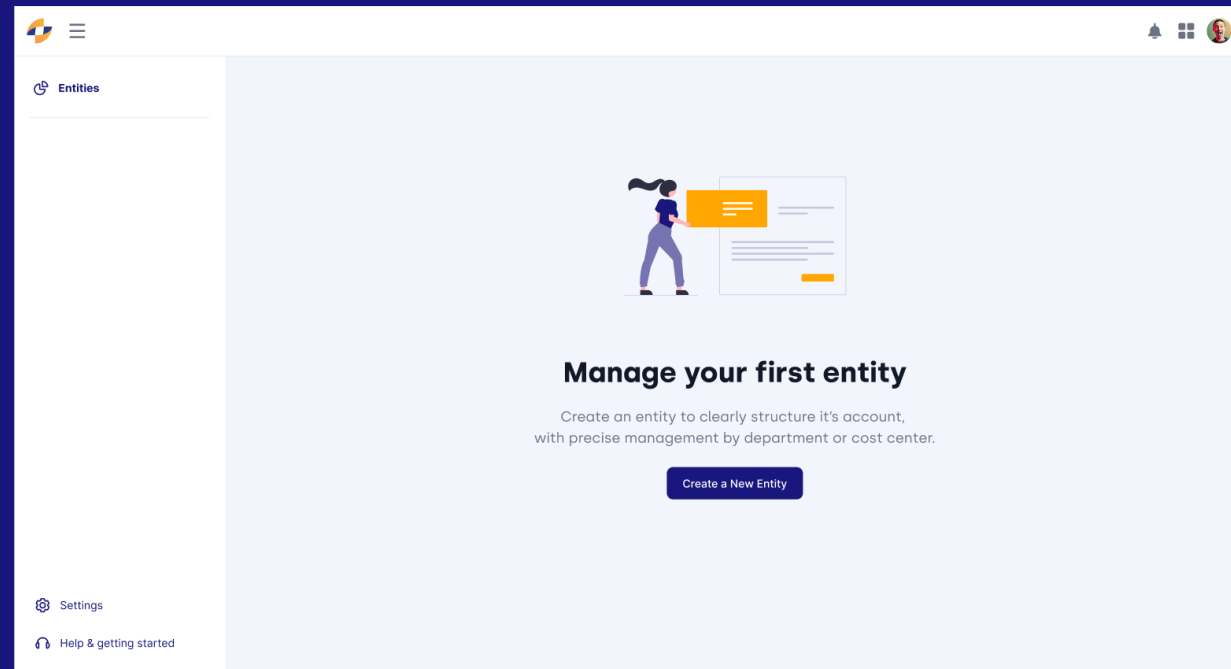
Onboarding

Our **IT-less onboarding**

Helps **Customer Account Managers**

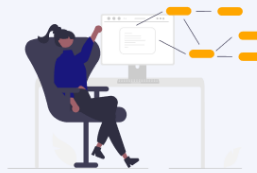
Who want to **onboard new customers quickly**

By **removing IT dependencies**, and **accelerating time-to-market** for their customers



<https://www.figma.com/proto/vVRc6YcCHKH8gBs6x0PvbG5/Innovation-Platform?page-id=17027%3A12844&node-id=17027-23491&viewport=2838%2C1198%2C0.27&t=cZJWR7ASaaMAcKow-1&scaling=min-zoom&content-scaling=fixed&starting-point-node-id=17027%3A23491>

Close ING



Select your delivery channels

Define now the channels through which your documents will be delivered to your final recipients (paper, email, etc.).

[Activate Channels](#)

Set Up ING Workspace

Follow these steps :

- Channel activation**
Choose how your documents will be delivered to ensure smooth management in the subsequent stages.
- Connector creation**
Set up a secure connection and a mapping tool to SPEOS.
- Set up a workflow**
Customize the path and automated processing of your files.
- Invitation sent to customer**
Your customer now has all the information he needs to connect, transfer his files and start his first shipments to SPEOS.

Settings > Channels

Channels

E-mail inactive Description : lorem ipsum lorem ipsum Activate	SMS inactive Description : lorem ipsum lorem ipsum Activate	Peppol inactive Description : lorem ipsum lorem ipsum Activate
Paper inactive Description : lorem ipsum lorem ipsum Activate	Ebox inactive Description : lorem ipsum lorem ipsum Activate	Doccle inactive Description : lorem ipsum lorem ipsum Activate

Settings > Channels

Channels

Input Output

E-mail inactive Description : lorem ipsum lorem ipsum Activate	SMS inactive Description : lorem ipsum lorem ipsum Activate	Peppol Active Description : lorem ipsum lorem ipsum Activate
Paper inactive Description : lorem ipsum lorem ipsum Activate	Ebox inactive Description : lorem ipsum lorem ipsum Activate	Doccle inactive Description : lorem ipsum lorem ipsum Activate

Peppol channel activated successfully!

[Add channels](#) [Continue](#)

Close ING

Set up your first connector

Create a secure environment (API, FTP, etc.) to receive your incoming files. Then, automatically map your data to SPEOS format according to the activated channels.

Create my first connector

Set Up ING Workspace

Follow these steps :

- Channel activation**
Choose how your documents will be delivered to ensure smooth management in the subsequent stages.
- Connector creation**
Set up a secure connection and a mapping tool to SPEOS.
- Set up a workflow**
Customize the path and automated processing of your files.
- Invitation sent to customer**
Your customer now has all the information he needs to connect, transfer his files and start his first shipments to SPEOS.

Close ING

Add connector

Set up secure file transfer for your data ingestion process

Connector type: SFTP

Description: Details about this SFTP environment

Connecteur name: A unique label for your SFTP connector

Add Connectors

Connector PDF+XML [Delete]

Add connectors

Link to documentation

[Recommended connectors naming conventions](#)

Create SFTP Environment

Close ING

New SFTP connector

Connector created successfully

Your SFTP environment is now ready. Please save your credentials securely.

User name: ftp_user_123

Host: ftp.speos.com

Port: 2222

Generate private key

This key will disappear once you leave or refresh this page therefore please save this information for future use

Generate: ssh-rsa AANGHK245vdGK45230djjfk54vdvDFGSS...

Link to documentation

[How to use private keys and credentials](#)

[Basic troubleshooting \(errors, firewall settings\)](#)

Save and continue later | Setup data tool

My connectors

Type	SFTP	API	Other
NAME	TYPE	CREATED	
Connector PDF+XML	SFTP	01/01/2025	

New data tool

Set up data tool for "Connector PDF+XML" data ingestion process

Select or create a data tool

Create a new data tool

Name this data tool

File upload

Drag files here to upload
[or browse for files](#)

XML_PDF_input.zip
412 MB 75%

Link to documentation

[Data tool setup best practice](#)
[Data tool troubleshooting](#)

[Go to mapping](#)

My connectors

Type	SFTP
NAME	TYPE
Connector PDF+XML	SFTP

New data tool

Source

- Input data type
 - ID: type
 - ID: type
 - ID: type
 - ID: type
 - ID: type
 - ID: type
- Other data group

Target

- Peppol data type
 - ID: type
 - Peppol data type

Apply mapping Save and continue later

My connectors

Type	SFTP
NAME	TYPE
Connector PDF+XML	SFTP

New data tool

Source

- Input data type
 - ID: type
 - ID: type
 - ID: type
 - ID: type
 - ID: type
 - ID: type
- Other data group

Target

- Peppol data type
 - ID: type
 - Peppol data type

Add rules

```
SELECT  
IT_start +  
input_data (TYPE*) * SUM(input_data) - POWER(SUM(input_data), 2)  
AS correlation_coefficient  
FROM input_data;
```

[Learn more about rules](#) Cancel Confirm

Apply mapping Save and continue later

My connectors

Type	SFTP	API	Other		
NAME	TYPE	CREATED	MODIFIED	DATA TOOL	WORKFLOWS
Connector PDF+XML	SFTP	01/01/2025	20/01/2025	XML to URL	Set workflow

Data tool implemented for "Connector PDF+XML" successfully!

[Continue](#)

Close ING

Create your workflow

Simply define how your data is routed, transformed and delivered-all without code and according to your needs.

Create a new workflow

Set Up ING Workspace

Follow these steps:

- Channel activation
Choose how your documents will be delivered to ensure smooth management in the subsequent stages.
- Connector creation
Set up a secure connection and a mapping tool to SPEOS.
- Set up a workflow
Customize the path and automated processing of your files.
- Invitation sent to customer
Your customer now has all the information he needs to connect, transfer his files and start his first shipments to SPEOS.

Close ING

Workflow builder

Create workflow

Set up workflow for your sendings

Add workflow

Name this workflow

Connector Data tool

Associated department (optional) Associated cost center (optional)

Routing

Primary channels
Multiple primary channels mean multiple deliveries to recipients.

Channel #1

Apply Save and continue later

Close ING

My workflows


Add workflow

NAME	ROUTING	COMPOSITION RULES	CONNECTORS	DATA TOOLS	
Monthly invoice	Peppol only	None	Connector-SFTP	XML to UBL	Edit Delete

Workflow "Monthly invoice" ready to use!

Continue

Close ING



Everything is ready for production!

Your customer has just received an invitation e-mail containing all the information needed to connect to his account. He can now upload his files directly to our server and start sending them.

[Refresh](#)

Set Up ING Workspace

Follow these steps :

- Channel activation**
Choose how your documents will be delivered to ensure smooth management in the subsequent stages.
- Connector creation**
Set up a secure connection and a mapping tool to SPEOS.
- Set up a workflow**
Customize the path and automated processing of your files.
- Invitation sent to customer**
Your customer now has all the information he needs to connect, transfer his files and start his first shipments to SPEOS.

Close ING

[New sending](#)

0 queued **1 processing** **0 completed** **0 errors**

Sendings follow-up 8 results [Manage Columns](#)

Actions User Creation date Status Channel

<input type="checkbox"/>	SENDING ID	USER	DATE	STATUS	CHANNEL	PROGRESS	ERROR
<input type="checkbox"/>	^ Facture janvier NL	Sjoera Roggeman	17/03/2023	Processing	Peppol	466/1000	-
Peppol						45,560/80,000	

[View files](#)

- Users
- Admin
- Light Mode

Monitoring

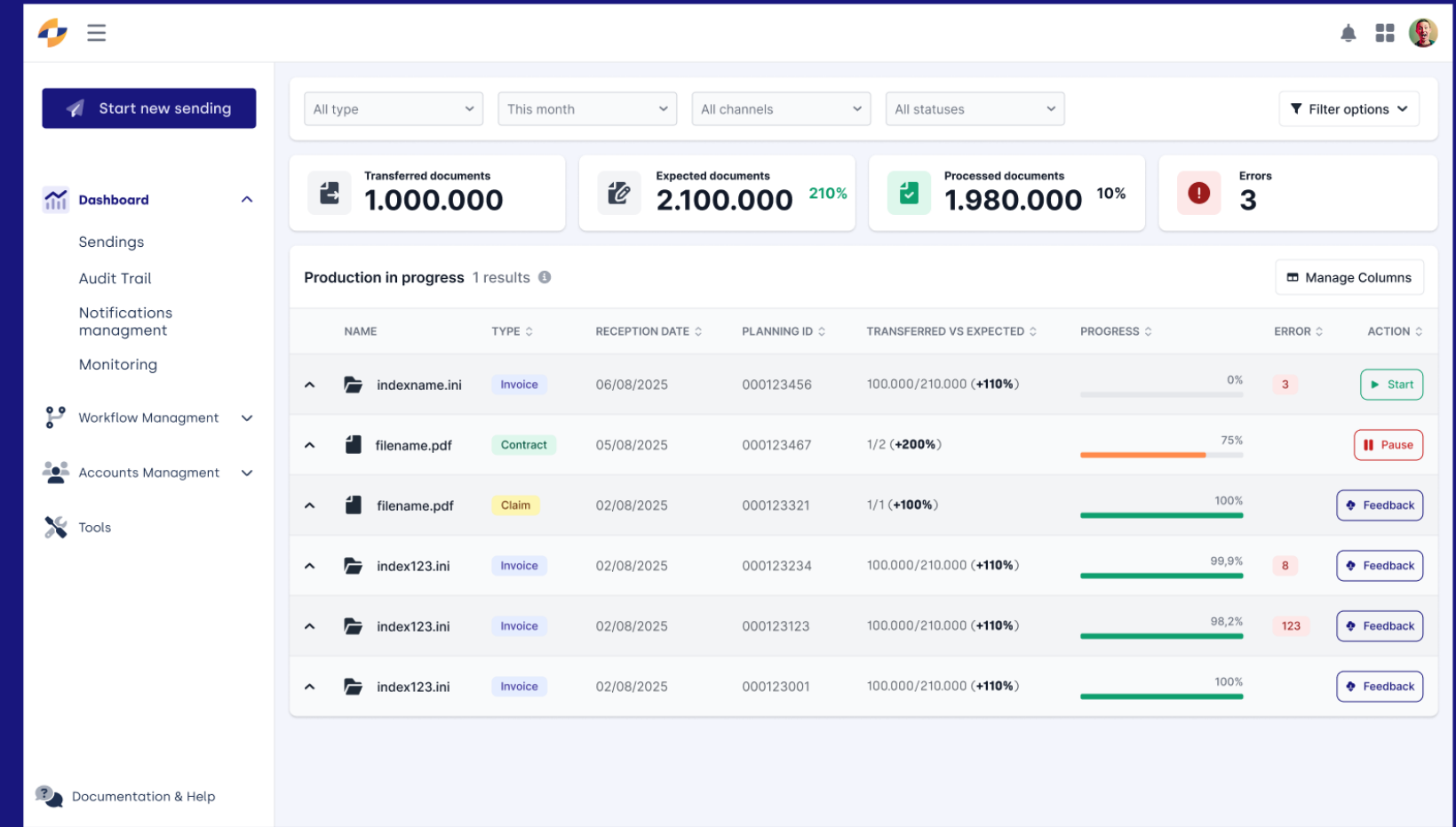
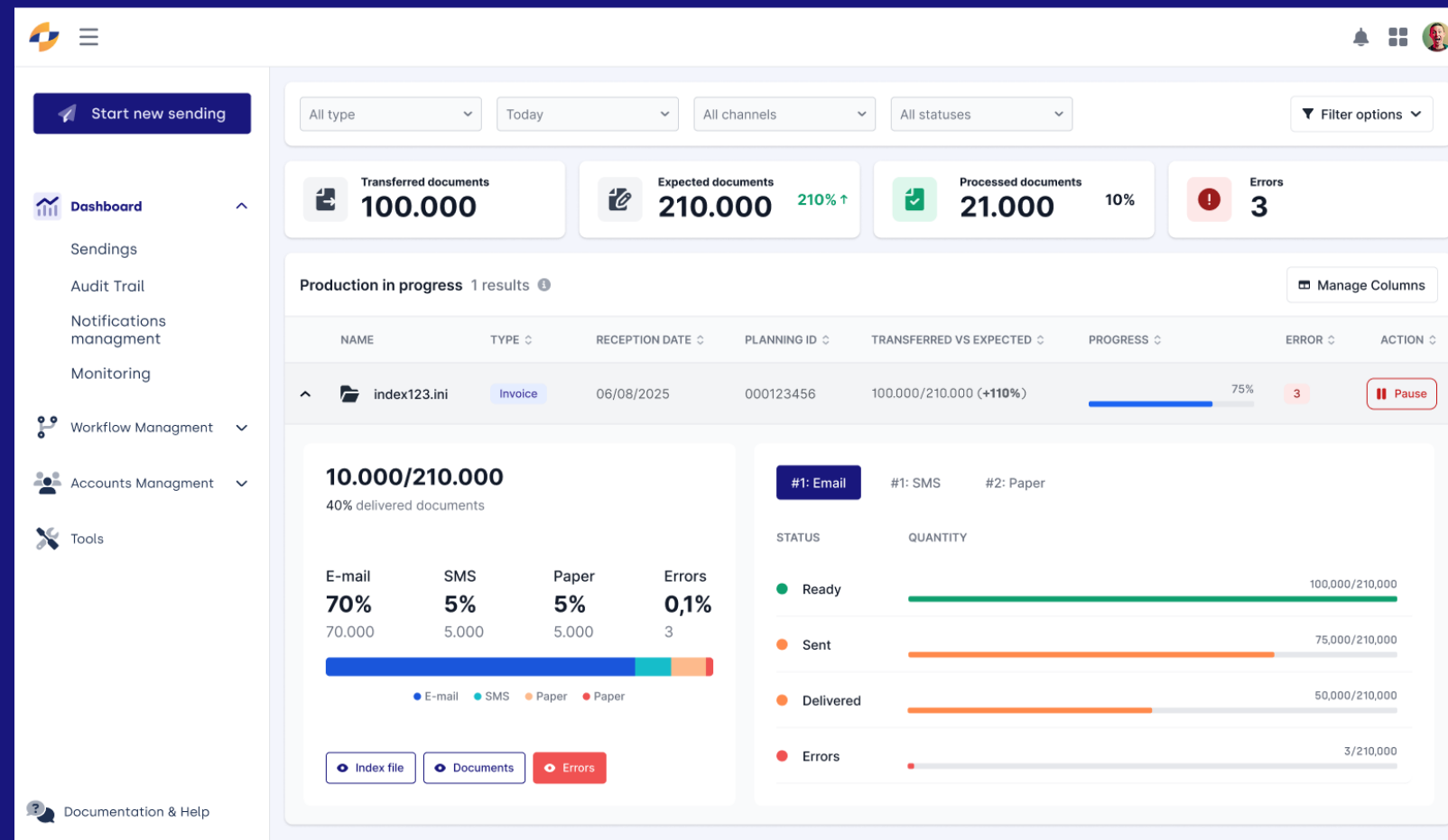
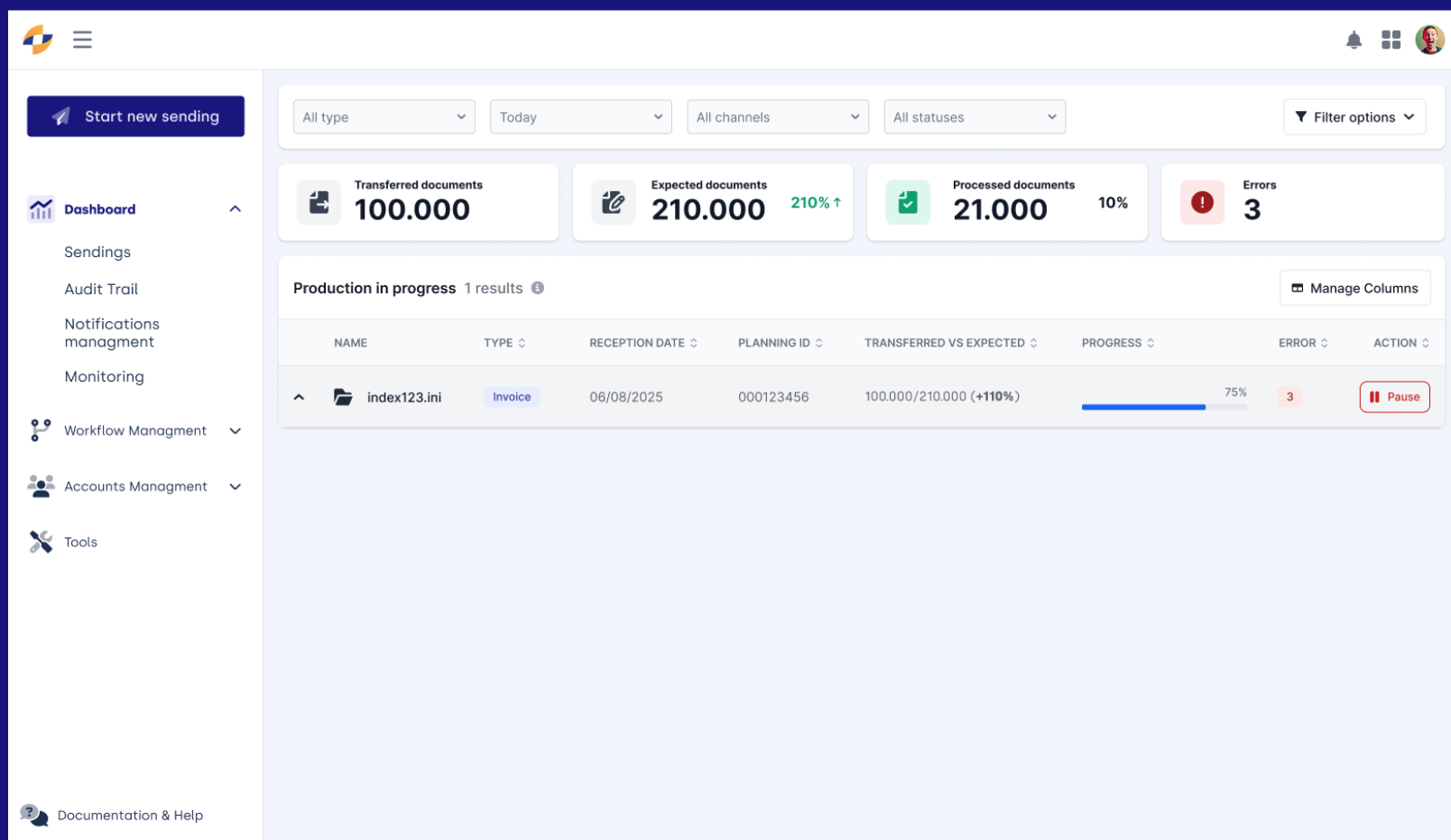
Monitoring

Our **real-time Monitoring**

Helps **Operations & Business teams**

Who want to **track document flows with confidence**

By **providing end-to-end visibility, proactive alerts,**
and **reducing risks and support dependency**



<https://www.figma.com/proto/vVRc6YcHKH8gBs6x0PvbG5/Innovation-Platform?page-id=17027%3A12844&node-id=22089-469466&viewport=716%2C966%2C0.05&t=GCz1yLbhycKeCexw-1&scaling=min-zoom&content-scaling=fixed&starting-point-node-id=22089%3A469466&show-proto-sidebar=1>

Start new sending
Processing

← Back to Dashboard
Invoice
Planning ID : 000123456

Progress

80 000 of 120 000

100 000

Total documents

3

Active Errors

Index123.ini 210.000

Search for document ID

All status All channels All department Filter options

DOCUMENT ID	CUSTOMER NAME	RECIPIENT	TAG	DATE OF RECEIPT	CHANNEL	LANGUE	STATUS
Invoice.pdf	Jhon Doe	jhondoe@example.com	Invoice	2025-03-04 12:02	Email	NL	Error
Invoice.pdf	Jhon Doe	+32 480 000 000	Group ID	2025-03-04 12:02	SMS	NL	Delivered
Invoice.pdf	Jhon Doe	0088-5790001388644	Group ID	2025-03-04 12:02	Peppol	NL	Delivered
Invoice.pdf	Jhon Doe	Jhon Doe, 100 Rue Col...	Group ID	2025-03-04 12:02	Paper	NL	Ready
Invoice.pdf	Jhon Doe	jhondoe@example.com	Group ID	2025-03-04 12:02	Email	FR	queuing

Showing 10-1 of 8,000

Generate reports

Start new sending
Processing

← Back to Dashboard
Index123.ini Invoice
Planning ID : 000123456

Progress

80 000 of 120 000

100 000

Total documents

3

Active Errors

Index123.ini 210.000

Search for document ID

All status All channels All department Filter options

DOCUMENT ID	CUSTOMER NAME	RECIPIENT	TAG	DATE OF RECEIPT	CHANNEL	LANGUE	STATUS
Invoice.pdf	Jhon Doe	jhondoe@example.com	Group ID	2025-03-04 12:02	Email	NL	Error

Shipping details

- Received 01/01/2025 - 09:00:00
- Processed 01/01/2025 - 09:05:00
- Sended 01/01/2025 - 09:06:00
- Signed Your details here

Error log

We were unable to send the document: the address "jhondoe@example.com" appears to be incorrect. Please check the information you have provided.

[Edit email address](#) [Remove from batch](#) [Send to fallback channel](#)

If no action is taken, this document will automatically be sent by post after 24 hours.

Document preview

Start new sending
Processing

← Back to Dashboard
Index123.ini Invoice
Planning ID : 000123456

Progress

80 000 of 120 000

100 000

Total documents

3

Active Errors

Index123.ini 210.000

Search for document ID

All status All channels All department Filter options

Notifications

Today

- !

We could not send "ID_document" from "ID_sending" in "ID_planning" because the address appears to be invalid. Please verify the details you have entered.

Document rejeté

[View](#)

[Delete](#)
- !

High rejection rate for batch "index122.ini": Please review the validation errors to correct the corresponding source files.

8 documents rejetés ce mois.

...
- 📞

Pending documents for batch "index122.ini": Please check the processing status and take appropriate action if needed.

12 documents en attente depuis +24h.

...
- i

For batch "index122.ini", paper fallback was activated for 3 recipients who are not connected to the Peppol network.

a few moments ago

...

Yesterday

- i

All documents from the batch "index123.ini" have been successfully delivered and securely archived.

a few moments ago

...

Reports & Archives

Reports & Archives

Our Reports & Archives

Helps **Finance, Compliance, and Operations** teams

Who need to **control costs, ensure traceability, and stay compliant**

By **delivering structured reports, centralized archives, and audit-ready proofs: all accessible in one place.**

New sending

Dashboard

Reporting

Workflows builder

Channels

Workflow

Template

Input config

Connectors

Data tool

Help & support

Users

Admin

Light Mode

Reports
Sendings
Documents
Users

Report found 1-100 (436)

Generated by: All Usage report Other

ID	DATE	DEPARTMENT	VOLUME	MONTANT FACTURÉ	N° FACTURE
Usage June 2025	05/2025	Department ID	100,000	10,000€	PFV.047088
Usage May 2025	04/2025	Department ID	100,000	10,000€	PFV.047088
Usage April 2025	03/2025	Department ID	100,000	10,000€	PFV.047088
Usage March 2025	02/2025	Department ID	100,000	10,000€	PFV.047088

Showing 4-4 of 4

Export selected reports Total selected: 10

Report settings

New sending

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Reports
Sendings
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Invoice

All time | Status | Channels | Workflow | Department | Filter options

Show: All By criteria By criteria By criteria By criteria

Documents found 1-100 (436)

Table settings | Actions

ID	SENDING DATE	WORKFLOW	INPUT FILE	% SUCCESS	ERRORS
Sending ID	2025-03-04 12:02	Workflow ID	80,000	99%	8

100.000 Generated documents

3 errors | Documents

E-mail 50% 50,000	SMS 40% 40,000	Paper 10% 9,999	Errors 0,03% 3
--------------------------------	-----------------------------	------------------------------	-----------------------------

E-mail
 SMS
 Paper
 Errors

Sending ID	2025-03-04 12:02	Workflow ID	80,000	98%	24
Sending ID	2025-03-04 12:02	Workflow ID	80,000	98%	24

Showing 10-1 of 8,000

Generate reports Total selected: 10

Billing

Billing

Our **billing**

Helps **Finance, Compliance, and Operations** teams

Who need to **control costs, ensure traceability, and stay compliant**

by delivering **centralized access to structured reports, legal proofs, and usage archives all in one place**, reducing **manual work and error-prone processes**.

|

[New sending](#)

Production follow up

Reporting

Workflows builder ^

- [Channels](#)
- [Workflow](#)
- [Template](#)

Input config ^

- [Connectors](#)
- [Data tool](#)

Help & support

Users

Billing

Admin

Billing history

<input type="checkbox"/>	INVOICE ID	DATE	DUE DATE	TENANT	AMOUNT	STATUS	
<input type="checkbox"/>	#1846325	01 May 2025	01 May 2025	Province du Hainaut	€1.000	Pending	⋮
<input type="checkbox"/>	#1846328	01 Apr 2025	01 Apr 2025	Province du Hainaut	€1.000	Paid	⋮
<input type="checkbox"/>	#1846329	01 Mar 2025	01 Mar 2025	Province du Hainaut	€1.000	Paid	⋮
<input type="checkbox"/>	#1846330	01 Feb 2025	01 Feb 2025	Province du Hainaut	€1.000	Paid	⋮
<input type="checkbox"/>	#1846331	01 Jan 2025	01 Jan 2025	Province du Hainaut	€1.000	Paid	⋮

[View all](#)

|

[New sending](#)

Production follow up

Reporting

Workflows builder ^

- [Channels](#)
- [Workflow](#)
- [Template](#)

Input config ^

- [Connectors](#)
- [Data tool](#)

Help & support

Users

Billing

Admin

Billing

<input type="checkbox"/>	INVOICE ID	DATE	DUE DATE	TENANT	AMOUNT	STATUS	
<input type="checkbox"/>	#1846325	01 June 2025	01 June 2025	Province du Hainaut	€1.000	Pending	⋮

Région :	AMOUNT
Ville d'Ath	€100
Ville de Charleroi	€100
Ville de La Louvière	€100
Ville de Mons	€200
Ville de Soignies	€100
Ville de Thuin	€200
Ville de Mouscron	€200
TOTAL	€1.000

Document preview

<input type="checkbox"/>	#1846325	01 May 2025	01 May 2025	Province du Hainaut	€1.000	Paid	⋮
<input type="checkbox"/>	#1846328	01 Apr 2025	01 Apr 2025	Province du Hainaut	€1.000	Paid	⋮
<input type="checkbox"/>	#1846329	01 Mar 2025	01 Mar 2025	Province du Hainaut	€1.000	Paid	⋮
<input type="checkbox"/>	#1846331	01 Jan 2025	01 Jan 2025	Province du Hainaut	€1.000	Paid	⋮

[View all](#)

Support

Support

Our **integrated support platform**

helps **operational users managing critical flows (documents, invoices, mailings, etc.)**

who want **more autonomy, visibility, and faster resolution for technical issues**

by offering a **self-service portal with ticket creation, live tracking, SLA-based priorities, and direct access to tech teams** when needed,

unlike **traditional models relying on slow, manual processes and one-person bottlenecks.**

Help & getting started > Tickets

Tickets

86,759 Total tickets | 546 Pending tickets | 80,546 Solved tickets | 4,329 Deleted tickets

Search for ticket [Search] Filters Export CSV + Add new ticket

Show only: All Solved

Filters

- Tags
- Ticket status
- Requester
- Type
- Priority

Show 32 Results Reset

ID	REQUEST BY	PRIORITY	AGENT	CREATE DATE	STATUS
#1846325	Jese Leos	Medium	Thomas Lean	02 Mar 2023	Pending
#1846326	Donnie Green	High	Bonnie Green	08 Mar 2023	Solved
#1846327	Leslie Liv	High	Robera Casas	12 Mar 2023	Solved
#1846328	Micheal G	Low	Bonnie Green	15 Apr 2023	Solved
#1846329	Joseph M	High	Bonnie Green	18 Apr 2023	Pending
#1846330	Faye Drak	High	Bonnie Green	21 Apr 2023	Solved
#1846331	Karen Nel	Medium	Thomas Lean	02 May 2023	Solved
#1846332	Helene En	Low	Robera Casas	05 May 2023	Solved
#1846333	Lana Byrd	High	Robera Casas	29 May 2023	Solved
#1846334	Neil Sims	Medium	Robera Casas	17 Jun 2023	Solved

Showing 1-10 of 1000

Requester: Bonnie Green

Agent: Jese Leos

Followers: Katie, Roberta

Tags

Type: Question

Priority: Normal

← Ticket #1846325 Pending

I need help with my FTP

Via email

Mon, Jul 31, 3:20 PM (2 hours ago)

Contact: To Speos Support, me

Dear Flowbite team,

I hope this message finds you well. I wanted to inform you that I'm currently experiencing a problem while trying to send my document with FTP.

Could you please advise on the next steps or provide assistance in resolving this issue?

Thank you for your prompt attention to this matter.

Best regards,
Joseph McFall, CEO & Founder ENGIE

Thomas Lean To Joseph, me

Mon, Jul 31, 4:24 PM (1 hours ago)

Hello Joseph,

I hope this message finds you well. My name is Robert Brown, and I'm writing to assist you with the recent FTP issue you've encountered. First and foremost, I want to express my sincere apologies for any inconvenience this may have caused you.

I understand how frustrating it can be to experience difficulties with a sending, and I want to assure you that we are committed to resolving this matter promptly and to your satisfaction.

Could you please provide me with some more details about the issue you're facing? This will help us better understand the situation and find the best possible solution for you. Feel free to include any relevant information or screenshots that might be helpful.

Cheers,
Thomas Lean, CTO Speos

Reply: Joseph McFall (joseph@company.com)

Submit as Open

Add new ticket

Requester: Bonnie Green

Agent: Jese Leos

Followers: Katie, Roberta

Tags

Type: Question

Priority: Normal

Your message

Write text here ...

Cancel + Add new ticket