

## **Abstract**

Information technologies are penetrating into all spheres of human activities deeper each year. They are present in business, education, health protection, public administration, information services, leisure, etc. The supporting mechanism of each economy is an information system and technologies it uses. Accounting services are not exceptions, and they are utilising information technologies potential into its favour.

The aim of this thesis project is addressed to raise a digital maturity level of invoice handling process. It has been constructed using the Swedish invoice handling company as an example. The focus, therefore, is set on the transformation of the invoice handling organisation to become digitally more mature (the author uses maturity model introduced by Capgemini, section 1.2.1 Maturity model for e-Invoice processes) and developing a supporting platform for the service. To become a successful and profitable business, the organisation should be flexible and could easily adapt to any changes in its market and economic climate. Also, not to mention, technology development. This requires preserved efforts and systematic management with clear goals to ensure continual business process improvement.

The research in this thesis is backed up with the theoretical approaches covering the concepts of maturity models and collaborations in service-oriented environment. These topics combined with business process modeling and cloud service models.

The thesis is written in English and contains 60 pages of text, 5 chapters, 13 figures, graphs and diagrams, and 1 table.

Keywords: invoice handling, business process modeling, digital maturity model, BPMN, business architecture, software-as-a-service.