

Two urgent mandates. One long-term partner. **Seven countries and counting.**

How a global travel and event solutions provider turned an urgent compliance deadline into a scalable, multi-country e-Invoicing programme.

The challenge

The client is a world-leading travel and event solutions provider, delivering specialised services to businesses of all sizes across a broad range of sectors globally. With operations spanning multiple continents and a client base that expects uninterrupted service, its back-office compliance obligations are as complex as they are business-critical.

The client was already a VAT IT reclaim customer, a relationship built on performance and a shared understanding of global indirect tax. When e-Invoicing mandates began accelerating across key markets, it knew exactly who to call.

As governments worldwide accelerated mandatory e-Invoicing rollouts, the client found itself facing immediate deadlines in two markets at once: Belgium and Malaysia. It signed with VAT IT just weeks before both mandates came into force, but this was never simply about meeting two deadlines. Its leadership recognised that e-Invoicing was fast becoming a global compliance reality, and needed a partner and a platform that could scale with the business across every market on the horizon.

- ✓ **Immediate deadline pressure:** Belgium and Malaysia compliance was required within weeks of signing, leaving almost no time for a traditional implementation cycle.
- ✓ **Global scale ambition:** the client needed a solution built not just for today's mandates, but for a growing pipeline of country rollouts across its international footprint.
- ✓ **Existing relationship, higher expectations:** as an established VAT IT reclaim client, the business had experienced the partnership first-hand. The bar for delivery was already high.
- ✓ **Integration complexity:** the client required a flexible technical approach, one able to evolve as its infrastructure matured, starting with SFTP and progressing to a more sophisticated API connection.

What the client needed was a partner with the technical depth to configure two frameworks at once, and the availability to do it in days, not weeks.

The solution

VAT IT built on its existing relationship with the client to accelerate onboarding significantly. There was no cold start, no lengthy discovery phase, and no rebuilding of trust from scratch. Our team already understood the client's business, and that familiarity translated directly into speed and precision.

1. Rapid deployment for immediate mandates

The client was onboarded via a secure SFTP integration, enabling rapid deployment in time for the Belgium and Malaysia deadlines. Configuration was live and compliant within the available window, with no disruption to invoice flows.

2. A connected upgrade to API

As the relationship deepened and the client's technical confidence grew, it moved to a full API integration, a more powerful, real-time connection built for global scale. Both stages ran through a single connection with the eezi platform, so no individual country integrations were needed.

3. Global mandate coverage from day one

Crucially, the client did not sign for two countries. It signed for every upcoming mandate, committing to a long-term, globally scalable e-Invoicing programme with VAT IT as its single compliance partner.

4. A single partner, built to scale

- ✓ Holistic compliance advantage: because the client already uses VAT IT for VAT reclaim, its e-Invoicing data now feeds directly into the reclaim process, replacing two disconnected workflows with one integrated solution.
- ✓ Dedicated rollout management: as new country mandates activate, VAT IT's team manages each expansion proactively, keeping the client ready ahead of every deadline.
- ✓ Future-proof foundation: one platform connection covers every market, so adding a new country is a configuration step, not a new project.

The results

The outcomes	What changed for the client
Belgium and Malaysia mandates met	Fully compliant and live ahead of both deadlines, with zero business disruption.
Seven countries in active rollout	Belgium, Malaysia, Taiwan, Indonesia, France, the Philippines, and Germany are now part of the client's expanding e-Invoicing programme.
SFTP upgraded to API	The integration has evolved from a rapid-deployment SFTP connection to a full API, reflecting the programme's growing maturity.
All upcoming mandates covered	A proactive, forward-looking compliance commitment is in place, so no future mandate will catch the business off guard.
Consolidated compliance partnership	VAT IT now manages both VAT reclaim and e-Invoicing, reducing supplier complexity and creating a single source of truth for indirect tax.

Why it matters

This client's story shows what a genuine compliance partnership looks like: not a one-off fix, but a strategic relationship that grows and scales alongside the business. Choosing to sign for every upcoming mandate at the outset was a deliberate, forward-thinking move. Rather than reacting to each new country requirement as it emerged, the client positioned itself ahead of the curve, with a partner already embedded in its business and a platform ready to expand at pace.

The existing VAT IT relationship was not just a nice-to-have. It was a genuine accelerant: faster onboarding, better outcomes, less friction. With seven countries already live or in rollout and one partner managing the programme, the client's finance and tax teams can focus on strategy rather than administration.

Two deadlines. Seven countries. One partner.

Ready to build your global e-Invoicing programme?

At VAT IT we help you see the full indirect tax picture across 100+ jurisdictions. We show you what you're missing, protect you where you're exposed, and prepare you for what's coming across every market you operate in.

Explore what's possible with VAT IT:

Talk with our specialists.



Recover your hidden VAT.



Streamline your VAT compliance.



Make e-Invoicing mandates something you're ready for, not caught out by.