E-INVOICING

Two mandates. One deadline.
Live in two weeks.

How a global training and skills development provider met two e-Invoicing mandates in under two weeks, with zero compliance breaches.

The challenge

The client is a multinational provider of managed training services, skills development, and higher education programmes, operating in more than 30 countries for enterprises, governments, and academic institutions worldwide. A footprint that size means regulatory obligations multiply fast, and rarely on a convenient timeline.

In late 2025, two of those obligations landed at once. Belgium and Malaysia were both introducing mandatory e-Invoicing regulations, with deadlines falling at the start of the new year. The client signed with VAT IT two weeks before both mandates came into force.

- **Zero margin for delay:** missing either deadline meant regulatory penalties and business disruption in two jurisdictions.
- **Dual-country complexity:** Belgium and Malaysia run on entirely different e-invoicing frameworks, each needing its own technical and compliance setup.
- **Legacy workflows:** existing invoice processes were not built for the structured, automated formats either mandate required.
- **A compressed timeline:** a new integration had to be scoped, configured, tested, and live within days, not months.

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 mobilised the moment contracts were signed. Configuration began in parallel across both countries, with no waiting period, no scoping phase, and no hand-offs between departments. Speed was built into the process from day one.

1. **Rapid, structured onboarding**

   From contract signature to **fully live in under two weeks**: configuration, testing, and sign-off across both jurisdictions, run simultaneously rather than one after the other.

2. **Dedicated support from day one**

   A single point of contact guided the client's finance team through every stage: explaining requirements, resolving queries in real time, and flagging potential blockers before they became problems.

3. **Country-specific compliance, built in parallel**

   Belgium's Peppol-based framework and Malaysia's MyInvois system were configured side by side, each meeting its jurisdiction's exact technical and legal requirements.

4. **Improved VAT recovery on a success-fee basis**

   - Automated SFTP integration: invoices transmit directly and in real time to both tax authorities, with no manual handling.
   - Continuous monitoring: the workflow runs with no manual intervention, and compliance is checked on an ongoing basis.
   - A foundation that scales: the same integration extends to further countries and rising invoice volumes as new mandates come into force.

The results

The outcomes	What changed for the client
Speed to compliance	Both jurisdictions live and fully compliant before their mandates came into force, with contract to production in under two weeks.
Zero compliance breaches	No penalties, no delayed submissions, no gaps in reporting in either country.
Operational efficiency	The finance team no longer prepares or submits invoices manually; the SFTP integration handles it directly.
Backlog fully cleared	Every outstanding invoice for both countries was uploaded, with nothing left pending.
Scalable foundation	The same integration is built to support further countries and growing invoice volumes as the client's footprint expands.

Client testimonial

We sincerely appreciate your cooperation and the support you have extended to us throughout this process. Your patience and willingness to assist us in understanding the procedure have been immensely valuable. Thank you once again for your continued collaboration.

- **Finance Lead, Global Managed Training and Skills Development Provider**

Why it matters

Compliance is not optional for a business operating in 30+ countries; it is the condition for staying in every market it serves. This engagement shows that speed and quality are not a trade-off. A two-week implementation window is not a risk; with the right partner, it is achievable.

For the client, the outcome went beyond meeting a deadline. There were no delays and no confusion, and the finance team was guided through every step rather than left to work it out alone. Invoice flows continued without interruption throughout the transition, and the integration now stands ready for the next country, and the next mandate.

Two mandates. Live in two weeks. One partner.

Facing an e-Invoicing mandate? Don't wait.

To discuss whether this is the right fit for your indirect tax function, we welcome a conversation.

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.