



FUVAR.HU – SCALING THE BUSINESS



INTRODUCTION

Fuvar.hu is a Hungarian start-up with fast growth and great investment success, founders are dedicated to disruptively reform the last-mile delivery market. The idea behind this endeavour is to automate the bidding process and plan routes by using a complex algorithm. The team aims to break into new markets beside Hungary and become a significant player among the big ones. They admitted quite early that not only the product, but the organisation and back office processes need to be developed for intense growth.

We contacted Fuvar.hu through our partner, Hiventures – the investor.

CHANGE IN OPERATION

It is a huge turning point, when the “team” becomes an “organisation”. To achieve the next step in the company’s life, it needs to focus not only on the front office and product elements, the enabling (back office) processes have to be established as well. A small start-up usually does not have solid knowledge in the following areas:



Operating
finance



Planning and
controlling



Back office
management, including
document management



Structured
HR

How did we advance these immature functions?



Operating finance

- Account payable tracking, and scheduled payments → Approved payment, no late invoices
- Account receivable tracking → Weekly report of receivables, process for collection



Planning and controlling

- Define KPIs
- Build management reports based on new cost code structure
- Support the team to create financial and business plan (for next year of investment) → Professional support how to put together your plan



Back office management, including document management

- Folder structure on the shared drive → Easy access of documents
- Filing tracking → No lost electronic or hard copy documents
- Contract database with workflow → Clear responsibilities and on time signed documents (on the shared drive)



Structured HR

- Provide compulsory databases and documents – For the legal compliance
- Create workflow for hiring, change in contract, termination or resignation → Clear process, responsibilities and roles
- Create personalised task list → To clarify the recurring and unique tasks, responsibilities, concerned systems and documents and substitution
- Implement 360-degree feedback → Clarify requirements, measure and evaluate individual performance



This is what Fuvar.hu said about us:

"In addition to helping plan and implement our back office processes from ground up, Invendor team gave us the understanding of the "corporate" approach, which is absolutely essential for our growth ambitions."

Sebestyén Szucsányi-Borza, Founder/CEO