



Making invoice processing
for an American
multinational computer
networking company
faster and more efficient



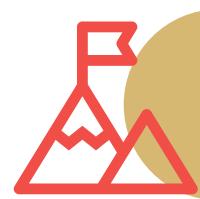
Case study



Overview

Our client is an American multinational computer networking company that provides a range of products including routers, DSL/cable gateways, switches, wireless access points, network-attached storage, and surveillance IP cameras to consumers, businesses, and service providers through approximately 24,000 retail locations and 19,000 value-added resellers worldwide.

The client was struggling with inefficiencies in their invoice processing efforts due to multiple invoice formats that led to a loss in productivity, sub-optimal accuracy, and litigation in a few cases. We deployed an end-to-end intelligent automation solution on the cloud to help our client reduce the service-level agreements (SLAs) from one month to 24 hours while achieving **50 percent** savings annually.

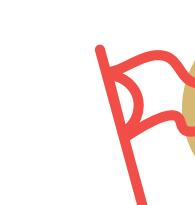


Challenges

The client had established a team responsible for extracting data from invoices and updating the financial information within the Oracle Financials ERP. As per SLAs, invoices had to be processed and updated in a month. It was a high-volume, manual, time-intensive process prone to inevitable human error handled by a four-member team. The complexity of the problem increased due to the different invoice

formats across 12 languages, over 1,500 vendors, and 15 countries across North America, Europe, and Asia-Pacific. The team ultimately faced the challenge of handling 850 different formats.

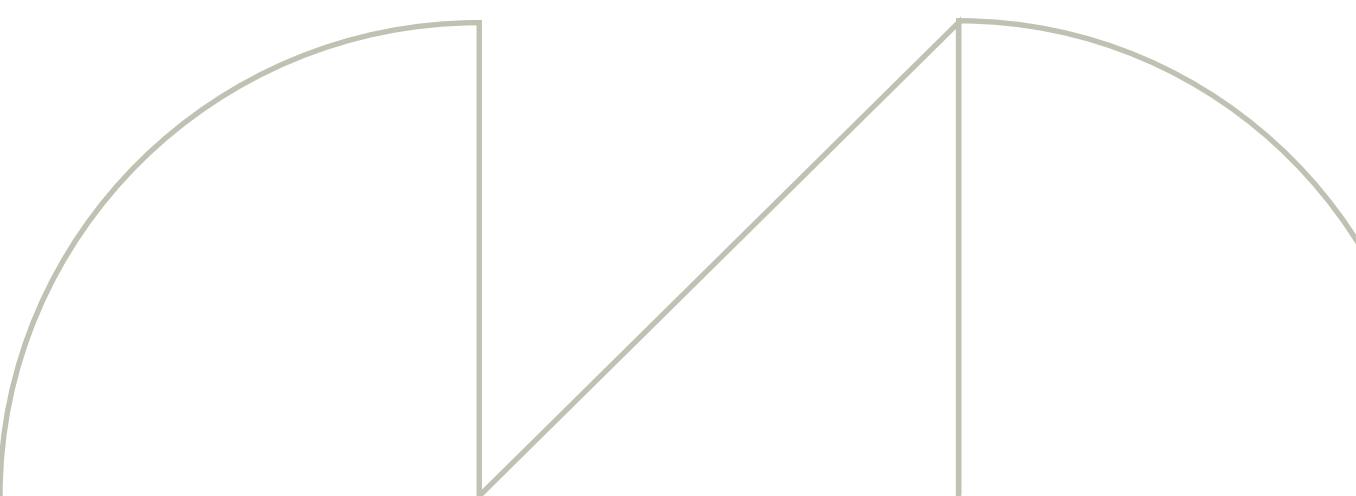
The client needed a solution that would standardize invoice formats and automatically extract information with minimal human intervention so that employees' hours could be re-allocated in optimal ways for maximum savings.

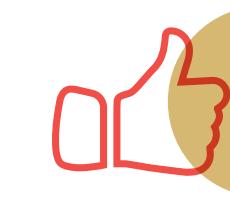


Solution

We developed an end-to-end automation and workforce digitization roadmap for the process. A cloud-based solution from Automation Anywhere was chosen along with IQ Bots for robotic process automation.

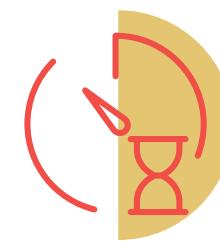
The solution leveraged capabilities across intelligent document processing (IDP) and robotic process automation (RPA). With IDP, we trained algorithms to identify and extract information from different fields and parameters within varying invoice formats and then consolidate and organize them in standardized ones. These standardized and digitized invoices were sent to bots. The bots successfully emulated human methods while accelerating the process. They verified and validated invoices and updated them in the enterprise resource planning (ERP) software with the relevant status.





Impact

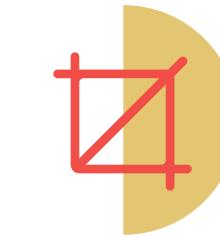
By implementing the end-to-end automation solution, the client enhanced its process efficiency. We first implemented the transition in North America, followed by Europe and Asia-Pacific regions. With the process transformation, the client was able to realize the following benefits:



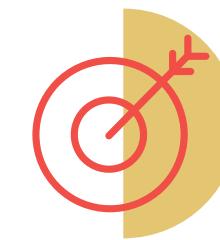
Reduced average handle time (AHT) by **70 percent**



Achieved **50 percent** savings annually



Shortened SLAs from one **month** to **24 hours**



Attained nearly **100 percent** accuracy



We conceptualize, build, and manage digital products through experience design, data engineering, and advanced analytics for over 130 leading companies. Our solutions leverage industry-leading platforms to help our clients be competitive, agile, and disruptive while moving with velocity through change and opportunity.

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