



# A TRANSFORMATIVE JOURNEY TO THE CLOUDS

## Abstract

When Alice Stevens, the Senior Finance Systems Manager at a leading logistics company, was faced with invoice backlogs and delays in payments to suppliers, Infosys BPM stepped in to implement a cloud-based AP platform. The solution led to a 50% improvement in process lead time and automated KPI reports, while also improving payment on time by 20%, along with many other significant benefits.

## The need to leap forward

Alice Stevens, a Senior Finance Systems Manager at a leading logistics company, was responsible for making strategic decisions about the company's financial operations. She was entrusted with the crucial task of making decisions about process standardization exercises across different delivery centres, in collaboration with the Global Process Owners.

Alice had long been facing challenges with her company's manual and paper-based Accounts Payable (AP) process. Her team spent hours manually entering invoice data into Excel spreadsheets without any standard operating procedure or communication plan in place. Around

4,000 invoices were being processed monthly and 100% of these were non-PO invoices, increasing the need for proper validation and definite controls before the invoice can be paid. Additionally, they tracked emails through Outlook and manually compiled data for generating reports. The process was prone to errors, resulting in inaccurate metric reports and limited visibility into the AP workflow.

The company was losing money due to a lack of standardization, manual data entry mistakes, and inadequate invoice processing controls. They had a backlog of over 15,000 invoices, including 8,000 high-value invoices. This resulted in late

payments to suppliers and limited insights from their metric reports.

Alice knew that she needed to find a solution to automate her company's AP process to stay competitive. She was looking for an integrated solution which could standardize the processes and communication while digitising data entry and reducing manual effort. She researched different platforms and ultimately decided to go with the AP platform offered by Infosys BPM. It was cloud-based, easy to use, and had a good reputation for providing a one-way-of-working, fully harmonized process for all invoices.



## The move to the cloud

To learn more about the platform, Alice scheduled a meeting with Robert Martin, an AP automation expert from Infosys BPM. Robert's demo and explanation of the platform's benefits and implementation

process impressed Alice, and she decided to implement it at her company.

To start the implementation, Robert and Alice collaborated on a five-phase project delivery approach: planning, design,

development/configuration, testing, and rollout. At each phase, Robert focused on key milestones that ensured the project was addressing the discussed challenges within the agreed-upon timelines.

## Approach summary



The cloud-based AP automation platform helped Alice to fully harmonize the AP process. By using intelligent data extraction and enrichment to digitise documentation, deploying system-driven controls using validation rules, and integrating postings with AI-based smart document classification, the platform was able to remove manual tracking and non-standardized processes, resulting in

100% elimination of manual tracking and reporting.

For Alice, the platform was able to provide a single, streamlined way to process all AP invoices, with all the necessary controls and reporting in place. However, Alice's company was concerned about the platform rollout coinciding with its ERP implementation, as the platform would not be useful for end users without

the ERP. Robert reassured Alice that he could manage the timing of the rollout and worked closely with her IT, ERP, and operations teams to mitigate all concerns regarding process standardization, ERP readiness, and workflow orchestration. Robert's team had made the implementation process remarkably smooth and was able to support Alice's unique requirements and timelines.

## Towards newer heights

With the implementation of the cloud-based AP automation platform, Alice's company saw a dramatic improvement in its AP process. Process lead times were reduced by half, payment on time improved by 20%, and turnaround time (TAT) improved by 40%, leading to timely payments to suppliers. The reduction in

process lead time led to better invoice management and fewer backlogs, directly adding value to maintaining positive relations with suppliers.

Alice was also thrilled to see that manual coding was reduced by 80%, and KPI visibility and tracking were automated.

Additionally, the platform allowed for data extraction from all invoices with over 85% accuracy. This resulted in increased efficiency and productivity, reduced costs, and enhanced process controls, with a 25% improvement in agent productivity.

## Key benefits



50% reduction in process lead time



20% improvement in payment on time



40% improvement in TAT



25% improvement in agent productivity



Automated KPI reporting



~\$125k saved in operational efficiencies

Alice was delighted with the results. The platform had not only met but surpassed their needs. She was able to free up her time and focus on other strategic projects, while also being able to help her team improve their efficiency and productivity. She was able to re-purpose her team's

availability into other productive areas. This would have required additional funding by either hiring new resources or increasing the cost of existing resources. On average, this saved her around ~\$75k annually. The efficient and effective implementation had undoubtedly streamlined their AP

processes, contributing significantly to their operational efficiency, and saving them an additional \$50k annually.

As Alice thanked Robert for his support and flexibility in transforming the AP process, she knew this was the start of a new partnership that would last for years.

*\*Names have been altered to preserve the identities of the people involved.*

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