



LOOKING THROUGH AI-ENABLED GLASSES FOR INVOICE PROCESSING

Abstract

Pierre Pointier, Head of Sourcing & Procurement at a French MNC, discovered that inaccuracies in his department's OCR tool were driving delays, rework, and rising processing costs in vendor invoice management. This case highlights how Infosys BPM's AI-driven solution, with self-learning capabilities, improved data extraction accuracy, accelerated turnaround times, and significantly reduced manual effort.



When the OCR tool has a vision problem

Pierre Pointier leads the Sourcing & Procurement function at a French multinational serving aerospace, defence, transportation, and security sectors. During a comprehensive assessment of his procuretopay processes, he identified persistent inefficiencies in vendor invoice processing. On validating these concerns with his accounts payable (AP) team, Pierre learned

that the root cause lay in the limitations of the legacy optical character recognition (OCR) tool used in invoice workflows. The tool struggled to accurately process semistructured and unstructured invoices and lacked a feedback mechanism to learn from user corrections. As a result, the AP team had to repeatedly perform manual data corrections and train supplier invoice formats. This effort

delivered only marginal improvements, with overall OCR accuracy stagnating at around 40%. Consequently, nearly 60% of invoices required manual intervention. With every new vendor or format change, the system required retraining, causing accuracy to degrade further over time and forcing teams to repeatedly fix recurring errors.

Bringing in new eyewear

Recognizing the impact on processing timelines and supplier relationships, Pierre engaged Infosys BPM's delivery manager, Shobhit Gawai. Having previously outsourced several processes to Infosys BPM, Pierre trusted the team's domain expertise to identify a more effective solution.

Infosys BPM's transformation and operations teams assessed the workflow and confirmed that inaccurate data capture was creating downstream inefficiencies and delays. They evaluated multiple AI-native document processing solutions and identified Infosys Intelligent Document Processing (IIDP) as the best fit.

The proposed solution leveraged deep learning models to extract data across structured, semistructured, and unstructured invoices. Once approved, the team deployed the solution on the client's Azure AI stack, ensuring data remained secure within the organization's environment.

Approach Summary



An end-to-end automated workflow was implemented: invoices were ingested from the AP system, data was extracted and

validated using AI models, enriched where necessary, and seamlessly fed back into the

AP workflow. This eliminated the need for manual template training for each vendor.

When the fine print is read just fine






The impact was visible almost immediately. Data extraction accuracy improved from 40% to 78% within the first month and reached 82% by the second month, with projections of 90% accuracy by month three. This reduced manual validation to just

10% of invoices, saving approximately 1,800 hours annually.

Beyond accuracy improvements, the solution reduced payment errors and rework, while accelerating invoice

processing turnaround by 10%. Its self-learning capabilities eliminated manual retraining for new vendors or format changes, ensuring consistent performance over time.

Key benefits

-  Invoice data accuracy improved from 40% to 90%
-  1800 hours of effort saved annually
-  10% faster processing turnaround
-  Minimized costly errors and rework
-  Leaner and more responsive operation



Additionally, 40% of invoices began achieving 100% accuracy across all required fields, indicating strong potential

for increased touchless processing in the future. Encouraged by these outcomes, Pierre is

now exploring opportunities to extend Infosys Intelligent Document Processing across other processes within his function.

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

For more information, contact infosysbpm@infosys.com

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