



THE SWEET DESSERTS OF AI FOR INVOICE PROCESSING

Abstract

Sajid Mansoor, Head of Finance at one of the largest restaurant operators in the Middle East, was facing significant delays in payouts to vendors due to the manual approval processes of paper invoices in his Accounts Payable (AP) function. He was also concerned by the dependency on language resources for translating the multi-lingual invoices he received from the vendors spread out across 12 countries, as well as the non-standardised processes used across these countries. Seeking greater efficiency and visibility, he turned to Infosys BPM for support and was more than satisfied with the outcomes of their AI-powered cloud solution — a complete elimination of paper-based processes, over 70% reduction in processing efforts, and ~30% improvement in turnaround times.



Invoices of many flavours, many languages

Sajid Mansoor is the Head of Finance for one of the largest restaurant operators in the Middle East and North African regions with close to 2500 outlets and over 39,000 employees. He is primarily responsible for maintaining seamless operations of the company's finance and accounting processes spanning a widespread vendor network and is tasked with making both strategic and tactical decisions.

Sajid's account payables (AP) team dealt with a massive volume of invoices, totalling over 400,000 each year. However, their processes were almost completely paper-based, and the non-standardised processes translated into a lot of manual effort for the team. With an inordinate

amount of time being spent on approving payments to the company's vendors, Sajid realised that the processes needed to be completely transformed, digitalised, and made paperless. What was more, the food company's vendors provided their services across twelve countries, and resultantly their invoices were in multiple languages, mainly Arabic, Russian, Kazakh, & French. As a result, the AP team was highly dependent on skilled language resources to process these invoices. Sajid was also looking to eliminate this dependency, as invoice translation at scale was proving to be rather expensive. But as he started looking out for an experienced service provider, he had other goals in mind as well.

So, when he struck up a transformation partnership with Infosys BPM — after a long search for a suitable service provider — he spelt out his challenges in detail. Aayush Verma, the Infosys BPM team's project lead listened carefully as Sajid described how his AP teams struggled with a high turnaround time for non-PO invoices. Also, because the AP processes lacked transparency, they offered him little visibility and the lack of standardised reports worsened matters. In a nutshell, what he wanted apart from paperless processes and a solution for his challenges with language resources, was insights to identify other savings opportunities

The secret sauce of AI

Aayush quickly set up an expert team of finance and AI professionals in India, to provide Sajid an end-to-end managed AP service. This team first studied Sajid's highly complex AP processes which had over 100 AP users, and ~500 business users.

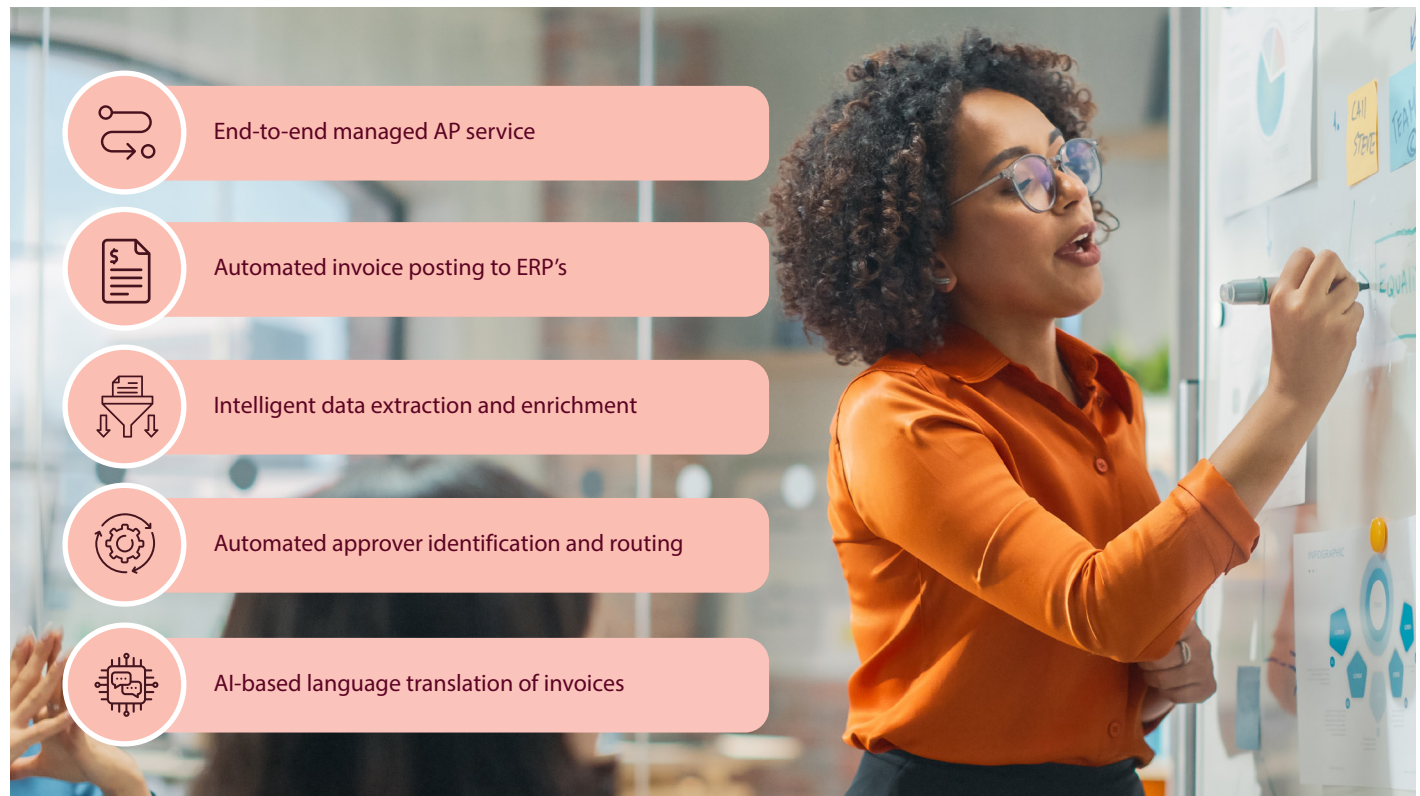
They soon realised that the primary reason behind the lack of process efficiency was that the food company utilised manual,

non-standard, and paper based processes for approving the accounts payables. A hard copy of the invoice would first be received by an AP agent, after which it would be checked by a language resource who would then manually enter in the invoice data into the ERP system. After this the invoice data would be approved by a language approver who would check it against the invoice hard

copy. Finally, the hard copy invoice would be submitted for payment.

Understandably, this paper-based process resulted in a lot of time spent in waiting for approvals, and the delays were often lengthened by the company's complex organisation structure through which the approvals had to be routed.

Approach summary

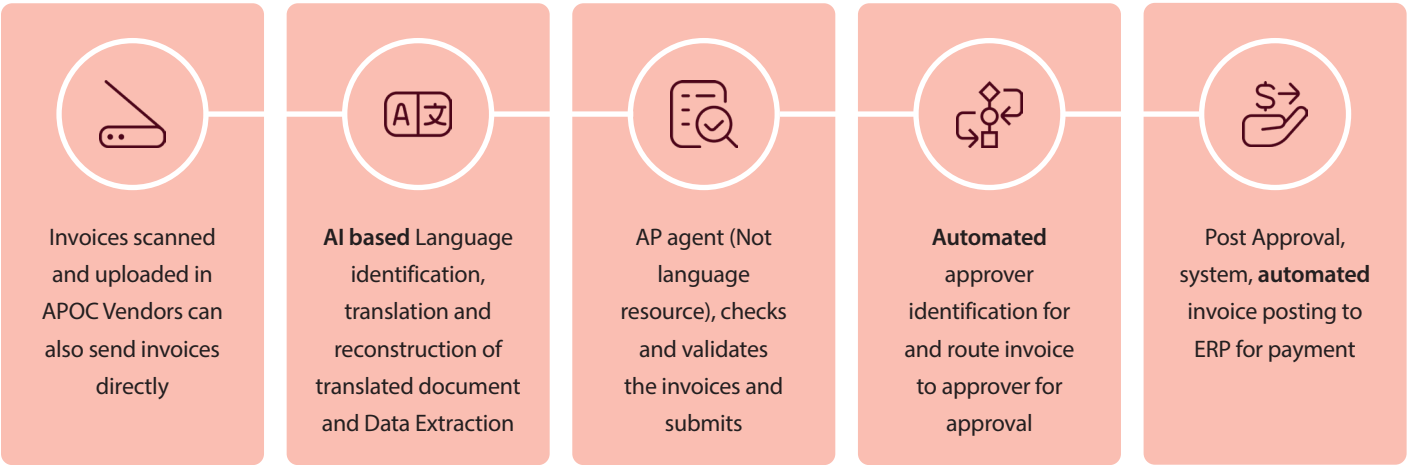


Aayush and his team decided to streamline the AP processes through implementing Infosys' next-gen Accounts Payable on Cloud (APOC) platform and configuring it for a multi-geography business environment. The team first standardised the food company's AP

processes to a single process across 12 countries, and then deployed APOC's automation tools to completely automate the process of invoice posting to the ERP system. The solution featured intelligent data extraction, enrichment, and indexing of invoices, and automated both the

multi-level approver identification as well as the routing of invoices for approval. Importantly, a key feature of the automated process was that it utilised AI-based language translation of all the invoices and their supporting documents with no human intervention.

Paperless AI based Language Translation, Data Extraction and Posting to ERP

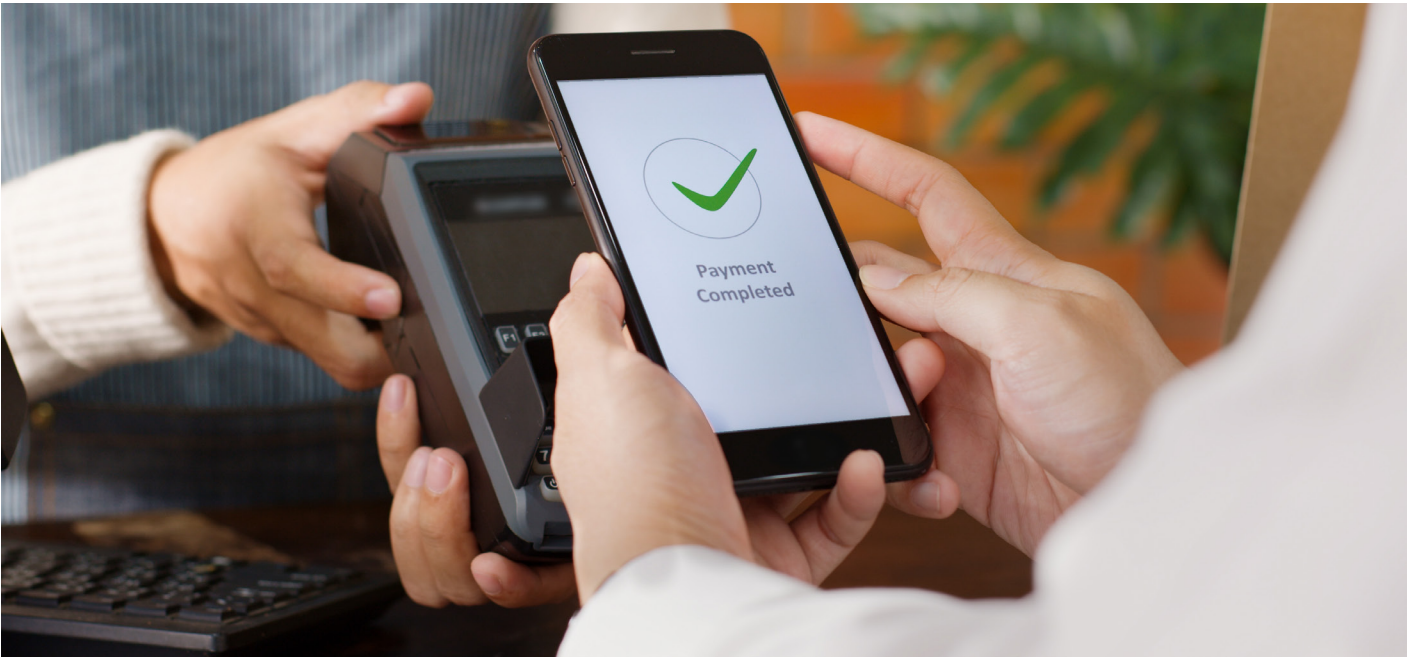


Then the team worked further on the solution, baking in templatised communication for invoice clarifications with vendors, approvals, as well as query

tracking mechanisms and out of the box reports for Sajid to enable seamless management of his AP operations. For the latter, they implemented a digital command

console with real-time dashboards which provided end-to-end visibility of the invoice life cycle with timelines and audit trails

Delectable outcomes



Once the new solution became operational, Sajid was more than delighted with the completely paperless processing of invoices which reduced over 70% of his AP teams efforts. The standardising and streamlining of processes also significantly improved the turnaround times for processing non-

purchase order invoices by close to 30%. Further, the AI-based language translation seamlessly processed the massive volumes of non-English invoices with an accuracy of over 90%. With this Sajid was able to terminate his expensive translation contracts with the multi-lingual resources

and free up significant costs. Thus, Aayush's solution made the AP team significantly more efficient through freeing them from the manual effort of routing and waiting for approvals, and of interfacing with the language translation resources.

Key benefits



To add to this pudding of delights, Sajid was most pleased with the transparency and visibility the new processes offered him, as well as with the standardised

reporting at regular intervals which gave him the insights he needed for further digitalising and optimising the AP process. Needless to say, the Infosys BPM team's

transformational work has given him cause for many a celebratory dinner.

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

For more information, contact infosysbpm@infosys.com

Infosys[®]
Navigate your next

© 2025 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/or any named intellectual property rights holders under this document.

[Infosysbpm.com](https://infosysbpm.com)

Stay Connected

