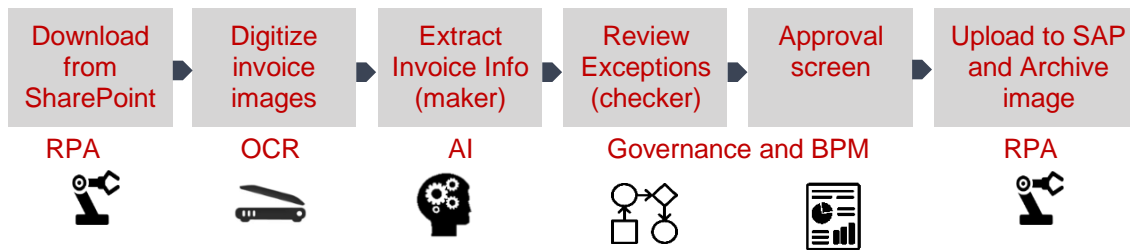

AI-led Financial Transformation

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The Business Objective

The finance team at a Hong Kong based CPG giant wanted to transform their invoice processing into a digitized, optimized, accurate, predictable and scalable operations. The As-Is invoice processing process was entirely manual, where each step required manual review, validation and approval. There were major complexities where various line items from the invoice required posting into differing cost centres into SAP. Some invoices ran into multiple pages. Such complex invoices required passing through equally complex approval matrix. There were zero margin for error since data was directly entering the SAP. The team processes 240k invoices from 2000+ vendors every year.



Why an integrated AI platform?

At the very early stage of Digital transformation, the customer wanted to adopt a long-termed, sustainable, and scalable Automation strategy. The team made a strategic choice where –

- AI-based Learning bots can be trained accurately and quickly to tackle invoices from 2000 odd vendors;
- OCR and Machine Learning can provide Information Extraction with high accuracy and agility;
- RPA can post data directly into SAP;
- a BPM workflow can manage approvals and exceptions

Specifically, an integrated AI platform was selected for the following key reasons:

- **Learning bots:** A very efficient Artificial Intelligence with no need for data scientists, and with a potential for replicating the cognitive automated process across the conglomerate
- **Unified platform:** AI, RPA, OCR, and BPM workflow in one platform
- **Time to Value:** Compared to the previous manual process the tangible benefits include transforming paper-based invoices from warehouse into SAP entries with greater accuracy, speed, and scale

“AI advisory and hand-holding during the early decision-making stages was crucial for the project.”

~ Customer CFO office



The Solution

The customer successfully implemented the proposed AI platform that utilized the powerful automation capabilities of AI, RPA, OCR, and BPM.

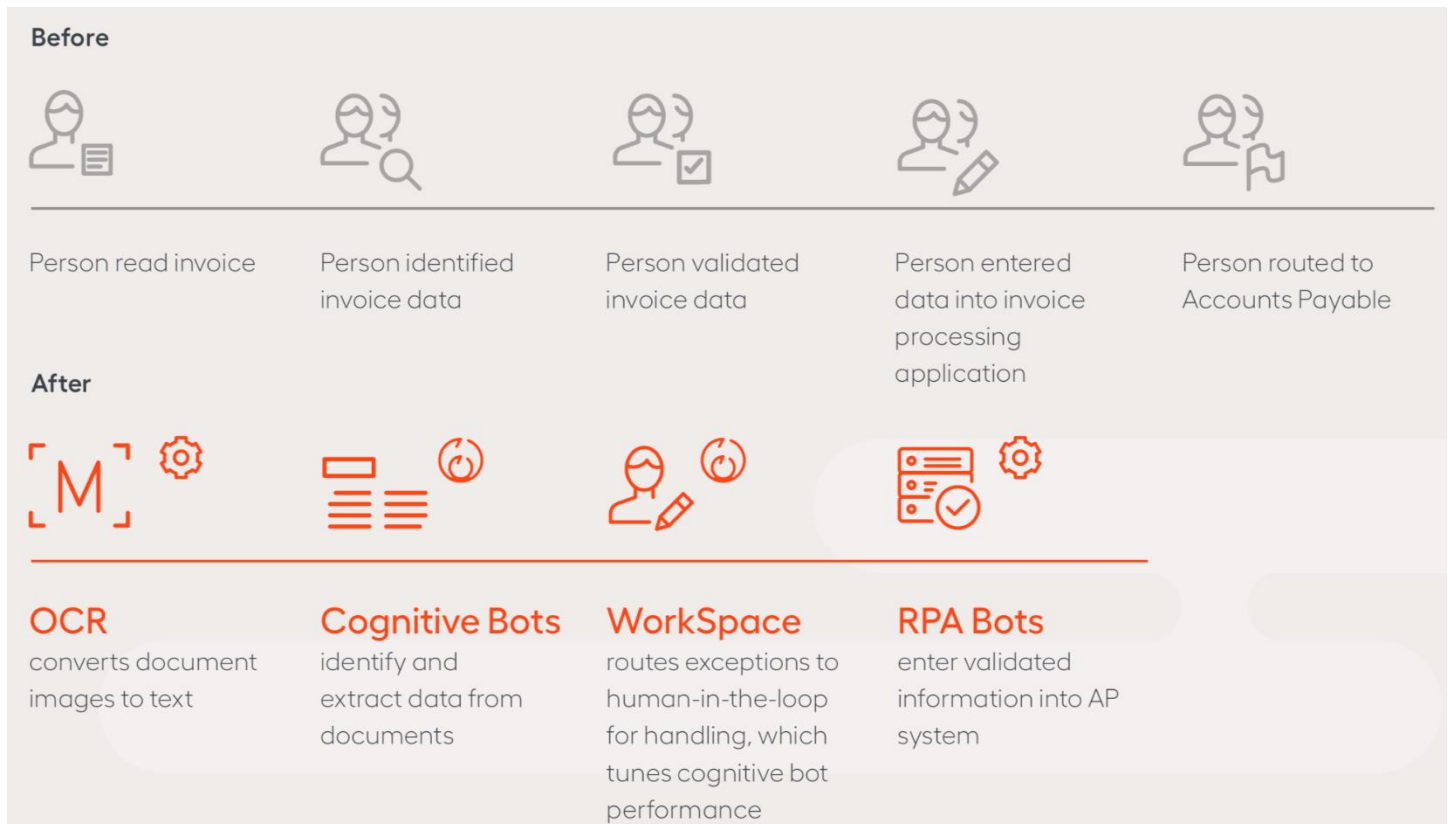
The team automated key areas of this process with:

- **Real time learning bots:** To manage OCR and Information extraction from invoices, and routing exceptions to ops team with feedback loop that further improves bot accuracy
- **AutoML:** AutoML helps dynamically manage the AI model learning, and it is at the core of the solution to manage 2000+ vendors and differing invoice and document formats
- **Governance and Workflow:** A very strict and centralized governance mechanism with Approval matrix for Financial control is implemented. Here every step is logged, and every doc is retained in digital archival. Further, the platform's inherent workflow is deployed to orchestrate the bots and manual approval steps at different control levels

Implementation and Deployment

- A core team comprising of customer's finance ops, customer's CFO office, and vendor Processional Services team helped execute this successful project
- The production pilot was carried out over a period of 14 weeks





Business Impact:

Customer Experience

95% less
time to process complex invoices.
From 60mins to 4mins.

Customer Experience

99% Accuracy
For vendors onboarded on digital platform

Time to Value

14 weeks
discovery to production