

CASE STUDY

Leading

Customer Service

Provider achieves

100% error-free

automation of their

Accounts Receivable

(AR) process

About the Client

Client is a leading global business services provider of customer experience management. They offer a comprehensive suite of solutions that helps business plan deeper, transparent and better optimized customer connections and experiences- from strategy development through execution.

Client manages almost half a billion customer interactions every year for over 150 clients across diverse sectors. Client willingness to invest in forward oriented innovation and embrace a new economic era led to the successful sale of AUI to Tele performance in the recent past. Established on a note of promise and with the right mind-set, this strategic turn redesigns our ability to tap into a world of new opportunities and results.

Success Highlights

- Accounts receivable organizations using document processing can automate the process of matching remittance information with invoices to reduce the amount of unallocated payments.
- Av3ar RPA iBOT executes the Invoice generation process by fetching input from Ops team dashboard / excel sheet(s).
- Av3ar uses the business logics/rules to prepare the invoices.
- Payment conformance done by importing information from bank statements, which will be updated in Av3ar database with flag marked for reconciliation.
- Update confirmation from collection team, and Validation from accounts team triggers Av3ar to complete the specific invoice related details such as “received payment” or “pending” state.
- MIS reports and reconciliation can be done by Av3ar on-demand.

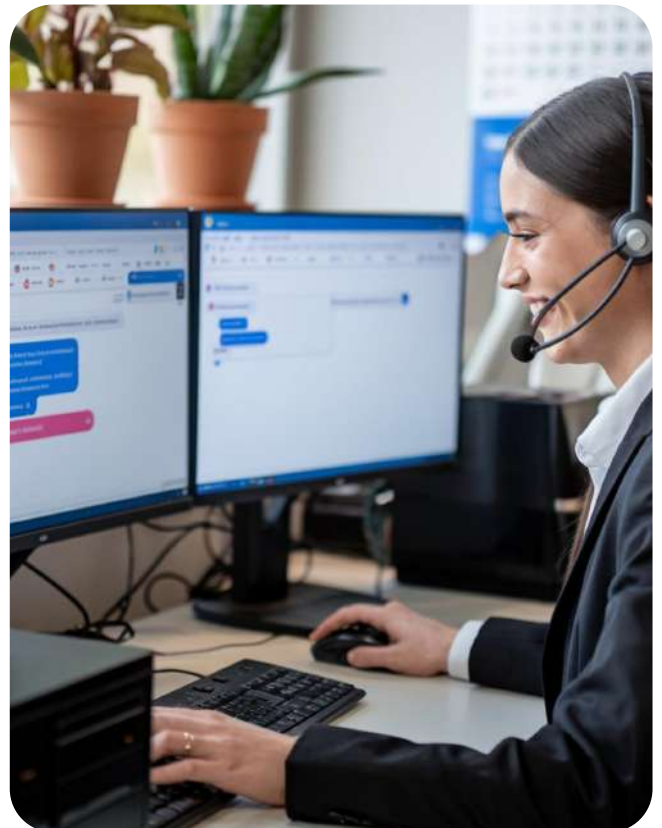
Current Challenges

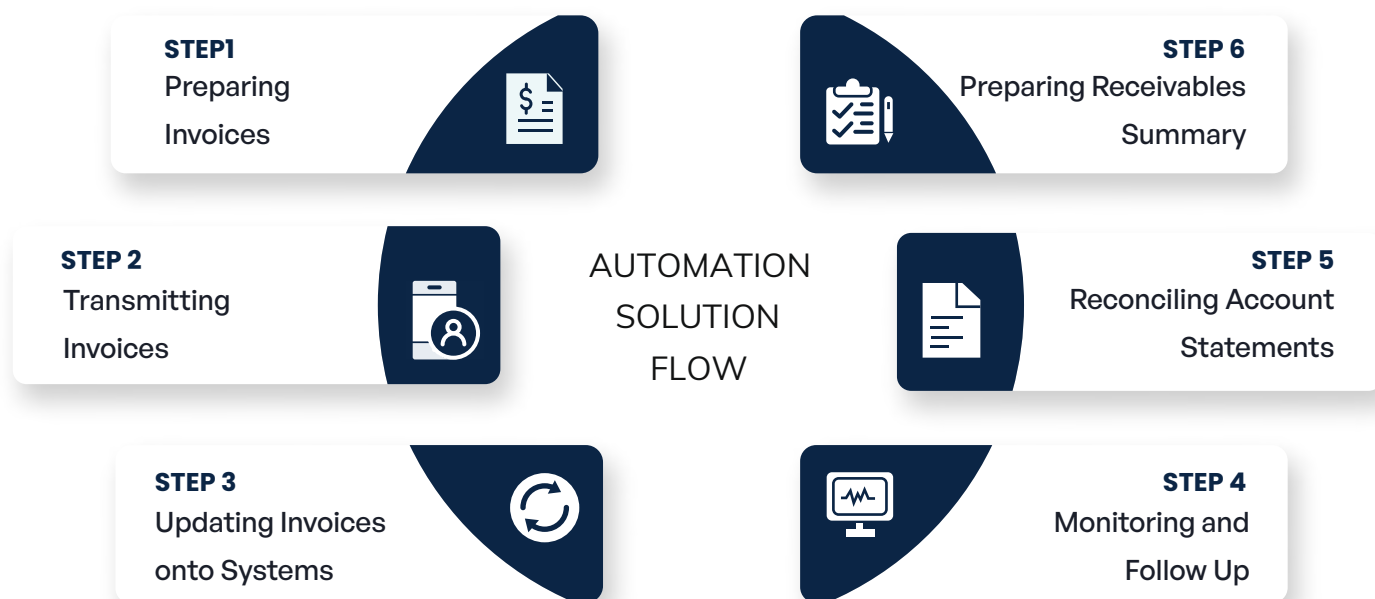
- Account Receivable process is part of accounting practices of the organization which consumes considerable amount of time to complete some of the repetitive tasks.
- The primary tools used for org wide visibility would be SAP and requires operating knowledge by the user, and has license cost per user.
- Accounts team gets the “Input” from Operation Team on monthly billing to create the invoice(s) on a monthly basis – communication happens over email which delays the accounting process to get initiated.
- The invoice generation will be done using SAP manually, and the output is shared with Operations/Collection team for sharing it with customers via emails.
- The next thing standing between business and fully-automated, e-invoicing is how to extract and integrate the data into their finance system.
- Accounts team notify the payment received from customer to collection team on a daily basis. Collection team confirms the payment made by customer against the payment received (single or multiple invoices) – Manual process consumes time.

- The payment receipt information against each invoices get updated in SAP module to complete the process.

Automation Solution Proposed

- Av3ar RPA iBOTS will generate invoices by reading the input data from business dashboard.
- Av3ar picks the final input from specific column or input data file, Monitors 24/7 for data from specific location or file.
- Av3ar FAO operation saves the Invoice generation time - It would complete within 3 mins, with 70% efficiency in Account Receivable Operation,
- Av3ar will send invoices to the customer post the completion using SMTP gateway.
- Av3ar will monitor the payment received using bank statement and update the records against the invoice generated.





Application Environment

- Operational Dashboard for Service Utilization monitoring (Open Source).
- SAP UI NetWeaver as Front End Interface; SAP Modules (Account Receivable and Payable).
- Excel Files as Templates to read the data.
- Web Services and URL's used to connect different Source applications.
- Windows based forms use to get manual inputs.

Achievement

- Unattended Robotic automation for the Account Receivable Process.
- 70% efficiency comparing to human based accounting operations.
- 24/7 availability and easily scalable option to address the volumes/loads.
- Sending Invoices via e-Mails to customer is also automated;
- Monitoring Banking Statement for payments received from Customer using Av3ar static algorithm.

Solution Uniqueness

- Faster Invoicing and Payments.
- Reduced Costs of Payment Processing.
- Improved Customer Service.
- Reduction of Human Error.

Results

- Reduction of Human Efforts in Mundane/Repetitive tasks which can be well defined 2020 PERPETUUITI.
- Process quality becomes high, scaling of accounting operation to handle larger volume become easy for the business units.
- Staffs who are involved in mundane tasks freed up to move to other projects.
- The automation resulted in delivering business for the organization, the ROI is expected from 300% - 800% within 5 years of continual operation.

Benefits To Business

- Robotic Process Automation by Av3ar RPA gives greater agility to grow organization business.
- Streamlined administrative tasks can be optimized using Av3ar RPA solution.
- Av3ar RPA can be used across Organizational Business Units which follows business processes.
- Av3ar RPS works across disparate systems, and maintain business rules which helps the organization to maintain the level of compliance across industries.
- Av3ar RPA mimics human to perform process automation, and it goes the non-interruptive way so that the monitoring efforts are reduced, time and cost are saved for the organization.
- Alerts and triggers can be configured by users with appropriate rights. User Profiles such as Super Admin, Admin and Operator can be mapped with their existing directory services.
- Centralized dashboard operation, Control room functions, MIS, Real-time process details will be visible to the customer by using a web browser.



READY FOR YOUR OWN SUCCESS STORY?

Get in touch with our automation experts and learn how you can fast-track your digital transformation initiatives.

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About Perpetuuiti

Perpetuuiti empowers people and businesses alike. We deliver the world's most-comprehensive and urbane automation platforms making work more human. Our platforms deliver leading-edge automation solutions for modernizing resiliency management, and turbocharging the performance of your applications, IT and business operations at speed and scale to drive exponential efficiencies.

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