Leading Customer Service Provider achieves 100% error-free automation of their Accounts Receivable (AR) process

CLIENT PROFILE

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

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AUTOMATION SOLUTION FLOW

STEP1
Preparing Invoices

STEP 6
Preparing Receivables Summary

STEP 2
Transmitting Invoices

AUTOMATION SOLUTION FLOW

STEP 5
Reconciling Account Statements

STEP 3
Updating Invoices onto Systems

STEP 4
Monitoring and Follow Up

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

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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

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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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