Perpetuuiti™
Resilience Redefined...

v Major
achieves **98%** Accuracy
in Invoicing Process

CLIENT PROFILE

Our client is the global leader in airline catering, retail-on-board and hospitality products and services. They provide passengers with superior culinary and retail experiences, leveraging innovation and advanced technology solutions. Headquartered in Zurich, Switzerland, the client delivers operational excellence through the most extensive catering network in the aviation industry, serving more than 700 million passengers annually from over 200 operating units in over 60 countries/territories across all continents.

Some of their clients are British Airways, Virgin Atlantic, LATAM Chile, Air Algérie, Air Canada, American Airlines, United Airlines, Qantas, Aerolíneas Argentinas, Avianca, Iberia, Air China, Air France, Delta Air Lines, Emirates, Thai Airways, Swiss International Air Lines, LATAM Brasil, Alitalia, and EasyJet.

They are a multinational organization with operations on six continents. In 2019, they reached reached CHF 5.0 billion in revenues generated by approximately 43,000 employees worldwide.

THEIR CHALLENGES

Our customer's business has been growing rapidly and the volume of invoices they process on a monthly basis is huge. They process close to about 30,000 invoices a month. Earlier, all the invoices were processed manually. It used to take about 9 minutes to enter an invoice to the accounting system manually. The manual system was ineffcient, and the management soon recognized that the invoice processing cost will go up as the business grows.

Following are some of the associated challenges that they faced:

➤ Key resources with full knowledge of the Invoicing Process quitting job abruptly without time for handover.

➤ Application of business rules was being missed; certain Invoicing steps were being missed, causing delays and wrong Invoices being generated.

➤ Invoicing approval cycle required top management to be available for physically signing the Invoices before they could be raised. This often caused delays as top management would in all probability travel on business requirements thus causing delays in the Invoicing process.

➤ Multiple resources being involved in various upstream steps of invoicing process caused delays, miscommunication, etc.

➤ Multiple sources of data with multiple data points were required to initiate the Invoicing process which resulted in wrong interpretation of invoice figures, etc.

➤ Delays in invoicing process happened due to vacation/ leave of key resource/s.

➤ Actual time taken to process a single invoice was lengthy.

➤ This process was taking up lot of paper/ physical activities of signature / storage / filing, etc.

OUR SOLUTION

Perpetuuiti deployed **High-Confidence OCR subsystem (based on Perpetuuiti's Av3ar AI-RPAPlatform) enabled with AI-ML and Cognitive RPA capabilities**to digitize the entire invoicing process for the client:

➤ Av3ar OCR digitizes the scanned document/images/signatures by extracting relevant information from the input data such as .jpg, .png or .pdf files.

➤ Post scanning the input files, Av3ar OCR extracts the data from required fields as per the defined business rules and exports the extracted information into the Av3ar metadata/ KMS.

➤ Av3ar automation expert picks up the extracted data from the metadata / KMS for further processing.

➤ Av3ar automation expert then performs the improvisation of extracted data using in-built AI engine and ML capabilities which does auto-correction of the extracted words, executes spell-check, etc. so as to ensure the quality of the output data is seamless and accurate.

➤ Av3ar RPA then converts the output data into various formats such as .xls, .csv or .xml. The data can also be exported to any other required formats as per the nature of the business process like posting the data in an application, Store in the DMS, etc.

➤ Entire invoicing process (As-Is Process) with its business rules, work constraints, connecting applications, dependent human resources, key Invoicing steps, key application screenshots with field-values was documented.

AV3AR OCR

Av3ar OCR is a dependable, high confidence OCR subsystem that doesn't require human intervention and help reduce cost overheads and data quality issues. This intelligent subsystem scans invoices (PDF, word), citations (web), medical records (bills), receipts (JPG, PNG) and various other items, extracts the data and pipe them into the relevant operational process end points after formulation of the precise data structures. The subsystem is adaptive and can understand various items to be scanned, provide trusted post scan validation/enrichment strategies, and deliver relevant metrics and measures.

Capabilities of Av3ar High-Confidence OCR:

Intelligent Data Extraction:- Av3ar OCR automatically identifies, classifies and extracts business-critical data from all your documents using patented supervised machine learning technology, increasing the product value over time.

Object Identifier:- Av3ar object detection tool uses computer vision and image processing that deals with detecting instances of semantic objects of a certain class (such as humans, buildings, or cars) in digital images and videos. The anomalous items will translate to some kind of problem such as bank fraud, a structural defect, medical problems or errors in a text.

Anomaly / Fraud Detection:- Av3ar Anomaly / Fraud Detection is the identification of rare items, events or observations which raise suspicions by differing significantly from the majority of the data. The anomalous items will translate to some kind of problem such as bank fraud, a structural defect, medical problems or errors in a text.

Signature Matching:- Av3ar Signature matching verifies signatures on both print documents and online using mobile devices and terminals for account applications, check processing, loan origination, vote-by-mail, legal documents and much more.
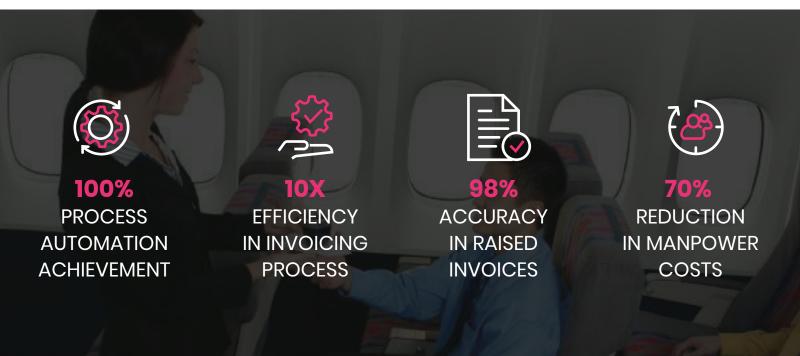
Multilingual Support:- Av3ar Multilingual Support feature allows you to use different, translated versions of your Support Center content for different languages.

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Resilience Redefined...

➤ The outcome was stupendous as a huge number of unnecessary steps were eliminated and Straight through Processing (STP) of Invoices was achieved.

➤ The time taken to process a single Invoice right from time of the request to the time it is raised to the customer came down to 1/10th of the original time.

➤ Knowledge as of now is not dependent on any single resource, but on a transparent organizational platform with ready access to all stakeholders.

➤ Accuracy of all raised Invoices jumped to 98%.

➤ Top management signing process was not causing any delays as they could now approve Invoices on the move using their mobile phones.

➤ Multiple sources of data were eliminated and streamlined to ensure demand-based Invoicing.

➤ Monthly FTE requirement was brought down considerably.

100%
PROCESS
AUTOMATION
ACHIEVEMENT

10X
EFFICIENCY
IN INVOICING
PROCESS

98%
ACCURACY
IN RAISED
INVOICES

70%
REDUCTION
IN MANPOWER
COSTS

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.

For more information, visit **www.ptechnosoft.com**

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