

# Zero Touch Invoice Processing through MSFT TEAMS

Using INFOSYS NIA conversation platform



# Solution Overview

*Today in a connected digitized world, majority of the ERP functions are disconnected and requires manual interventions. This takes time and effort and often multiple parties and points of failure. An “Integrated Collaboration Platform” thus is becoming the need of the hour. Multiple parties can communicate in real time and can also perform business operations while in conversation. This would save time and effort in coordination, validation etc.*

*Our solution approach addresses the very specific issue for processing sales orders. Bringing multiple parties together on MSFT TEAMS, use underlying azure integration services and using Infosys’s own powerful conversation platform to provide a seamless integration for the end user with underlying systems.*



# Infosys Intelligent Invoice Processing Overview

## Business challenges

- High cost and low operating margins
- Creating sales order is a tedious manual process
- Error prone and time-consuming process

## Solution overview

- Allowing Vendors and customers connect to organization through a conversation channel.
- Using industry recognized Infosys NIA collaboration services to integrate different components.
- Using Infosys Business document manager solution based on cognitive services to match the incoming order with relevant templates.
- Using deep learning algorithms-based Azure Form Recognizer, 'read' incoming document data
- Using either manual validation or auto approval, post the order in SAP S/4HANA
- Ability to check Real time status of the sales order

Completely  
Online and  
Realtime

RPA-based

Reduced  
errors

Less  
disruptions

Uses AI/ML

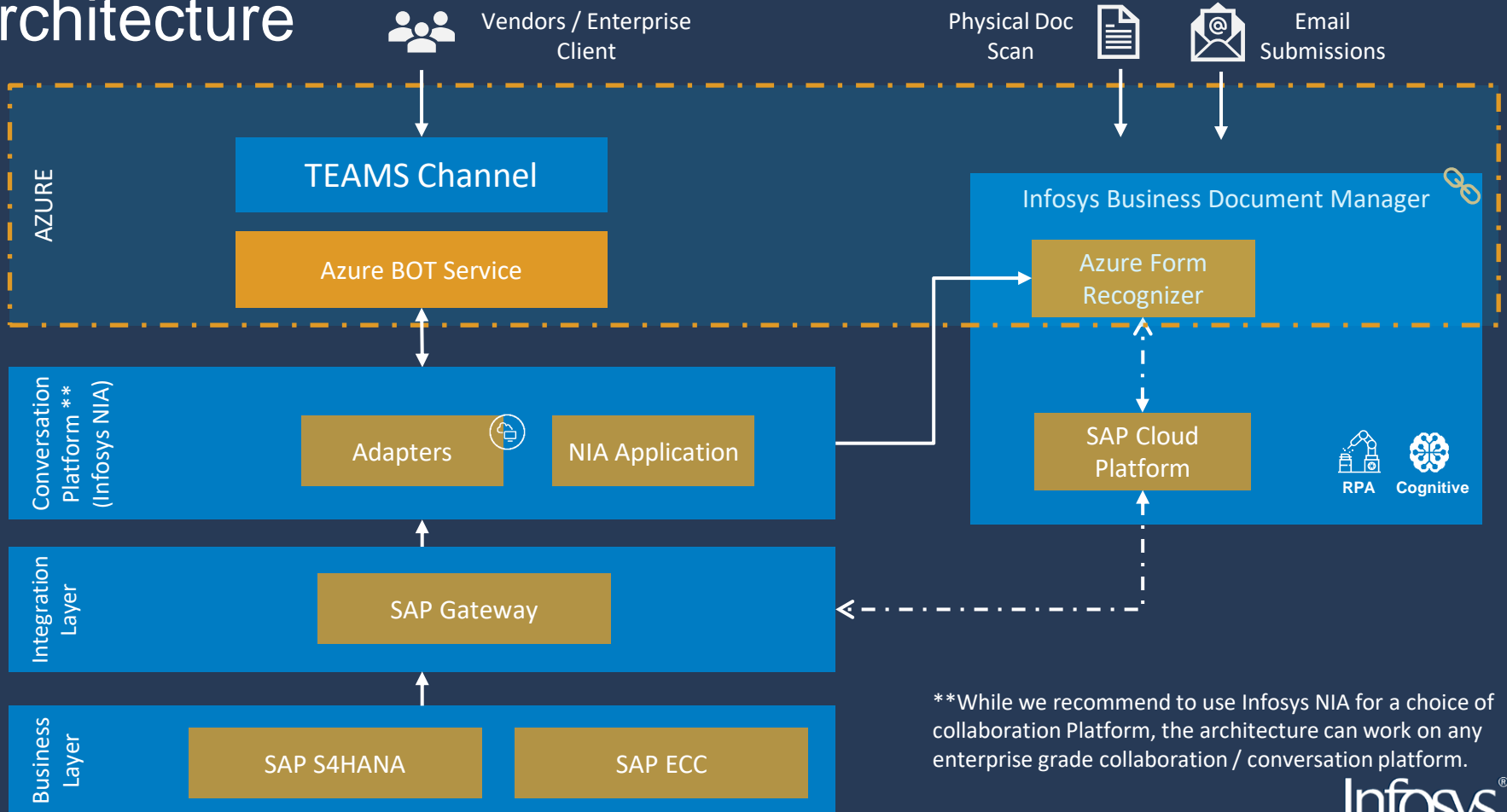
Fully  
Integrated

Highly  
scalable

Persona-  
based front  
end

Reporting  
dashboard

# Architecture



\*\*While we recommend to use Infosys NIA for a choice of collaboration Platform, the architecture can work on any enterprise grade collaboration / conversation platform.

# Solution Components



## MSFT

- MSFT Teams License
- Azure BOT Service
- Azure Form Recognizer



## NIA

- Microsoft BOT Adapter
- NIA Application
- NIA Studio and DB



## SAP

- SAP Gateway
- SAP Connector
- SAP Underlying Business Software



THANK YOU

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