

Case Study

Automating Invoice Processing using MS RPA

About the Customer

The client is a leading healthcare service provider with more than 10 hospitals, 20+ clinics, and a staff of more than 30 thousand. The organization boasts of being one of the best healthcare service providers in USA with nationally and globally reputed medical professionals in all the specialties. Learn how AQL helped the company streamline its otherwise saddled and inefficient invoice processing system.



Client's Testimonial

"AQL has definitely been the most trusted partner throughout our intelligent automation journey, its support and functioning aligning with our goal to make our business operationally efficient and customer friendly."

- Director, Finance Department

The Challenge

One of the prominent challenges faced by the company was in invoice processing, especially with more than 50000 invoices being managed, that too manually.

Moreover, with the team being instructed to ingest huge volume of transactions with minimal hiring and operating costs, the process became more labor intensive and error prone. In fact, the Accounts Payable section of finance department faced the following issues with manual invoice processing:

1. Extremely slow invoice processing time, especially to process pending invoices.
2. High possibility of discrepancies and exceptions in processed invoices.
3. High employee attrition rate having a detrimental effect on productivity and quality.
4. Extremely poor vendor management system, with no transparency in outstanding liabilities.



AQL's RPA Solution

With its proven credibility to provide exceptional and best IT consultancy services for 15 years, AQL was unanimously chosen as the company's automation partner. After monitoring the entire invoice processing system, and analyzing all insights, AQL designed and implemented a streamlined Accounts Payable process which utilized Robotic Process Automation using Power Automates AI model development technology. The automated steps included:

1. Getting documents from various sources to a single integrated platform built on Power Apps.
2. Indexing each document and saving it to SharePoint online.
3. Understanding document context and converting unstructured data to structured format.
4. Extracting header information and line by line invoice data.
5. Carrying out verification steps like matching invoice data with that in legacy in-house invoicing system, associated purchase order, master vendor database, and other verifications.
6. Identifying and adjusting any kind of discrepancies and sending them for approval or denial.
7. Saving processed invoice data along with outcome of invoice in processing log and sending it via email to Accounts Payable staff.

Result

A successful implementation of an automated accounts payable process meant a transparent audit trail of tasks involved, easily accessible electronic system of documents, reduction in operation costs, reduced manual hours and pending invoices, improved data accuracy, and more.

After the success of the above-mentioned instance, AQL has also identified other processes for automation and has now implemented 10 more bots – 4 in billing, 3 in order processing, and 3 in accounts management.

Headquartered in Chicago, Illinois, AQL Technologies is a registered ServiceNow and Microsoft Certified Gold Partner providing IT consulting and software development services for more than 15 years. Our services include implementation, consultation, migration, custom application development, and other managed services on various Microsoft and ServiceNow technologies.

AQL Metrics

80%

Invoices automated

5+

Employees reduced per month

3
Hours

Invoice backlog processing time

60 %

Process cost savings

150 %

Growth achieved in 2 years

