# staple

## CASE STUDY: STAPLE SUPPORTS GLOBAL FMCG COMPANY'S MULTINATIONAL INVOICE AND AP PROCESSING WORKFLOWS

# GLOBAL FMCG AND BEVERAGE DISTRIBUTOR

The customer is a brand within the world's leading luxury products and lifestyle group.

The group boasts a network of more than 5,600 stores worldwide. The Asia region contributes more than 30% of global revenue and accounts for 33% of the number of stores globally.

The customer distributes a range of beverage brands globally, and as a household name, it has market penetration into every continent. The customer has operations in Singapore, Taiwan, Korea and Vietnam (collectively, its "APAC" unit), and its core business is distributing and selling wines and spirits in those countries.

| INDUSTRY | LOCATION | SIZE | DOCUMENT TYPES |
|---|---|---|---|
| Consumer Goods and Retail | APAC | 195,000+ employees US$80bn+ revenues | Invoices, purchase orders, accounts payable documentation |

## The challenge

The customer's APAC unit was seeking ways to improve its invoice processing operations. The existing process was manual and time-consuming, with paper invoice volumes rising every year. Historically, these processing tasks were performed manually due to:

- **Varied, non-standardised nature of the document types** across the customer's operations

- The **infinite range of invoice formats** that back office finance teams had to deal with, compounded by the **different local languages** (including Chinese, Korean, Thai and Vietnamese) handled by the APAC unit

- The absence of a flexible and sufficiently accurate data capture solution.

The customer required an automated solution to reduce employee time spent on invoice and accounts payable (AP) processing, decrease error rates and access real-time financial and operational data.

The customer also preferred solutions that could readily integrate with its existing expense management tool, SAP Concur.

> Staple is one of the few OCR solutions that is able to handle handwriting recognition and with quite high accuracy as well. It is able to recognize rubber stamps which still exist in most APAC companies. Its ability to recognise many languages at minimal cost is a no brainer.
>
> Our company is using another OCR tool which struggles to recognize "dot-matrix" documents, however, it worked perfectly with Staple at almost 100% accuracy.
>
> Last but not least, Staple's ability to output to various formats, especially direct mapping to SAP Concur is captivating as it can recognize languages not supported by Concur.
>
> Staple went above and beyond to satisfy our requests. They deployed a new feature to meet our go-live and I appreciate their effort. I would highly recommend Staple as a vendor to work with if you have OCR needs.

**Roy Y.**
REGIONAL IT MANAGER

## Staple impacts

### 200+
EMPLOYEE HOURS SAVED PER MONTH

### 1,000+
VENDOR DOCUMENT TEMPLATES NO LONGER NEEDED DUE TO STAPLE

### >99.6%
DATA EXTRACTION ACCURACY ACHIEVED, AT FIELD LEVEL

### 5
COUNTRIES SUPPORTED

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## The solution

The customer partnered with Staple to implement intelligent document processing in different local languages in Korea, Taiwan, Thailand and Vietnam. The solution integrates directly with SAP Concur, such that: documents and files are imported directly into Staple regardless of layout, file type or language; then data points are captured, extracted and exported to Concur instantly. This decreased manual effort and errors, while enhancing efficiency and accuracy!  Overall, Staple delivered

- Touchless "straight-through" processing for the majority of documents
- Template-less machine learning, requiring no maintenance or retraining
- A flexible, user-friendly interface for human operators to handle exceptions
- Detailed analytics offering insights on accuracy, volume, time spent, user activity and performance

**Staple assisted the client in deploying their platform on AWS.** This involved utilizing Elastic Kubernetes Services for quick and straightforward deployment, as well as cost-effective scalability to manage a large influx of document processing. Document storage was managed using S3 storage, while Cassandra and Postgres databases were implemented with snapshot backups

## The results

Staple's solution has significantly improved the customer's invoice and AP management process, by reducing manual processing times, improving accuracy, increasing efficiency and generating real-time data to facilitate decision-making. The solution has also helped the company improve customer experience, as invoices are now available in real-time and customers can access them from anywhere.
All of this without any additional FTE spend.

| Before Staple | With Staple |
|---|---|
| Manual processing and matching of data across thousands of different styles | Automatic capture and processing of non-structured documents with Staple |
| Manual validation of data relies on human judgment and attention | Staple's AI validates data with intelligent AI and rules in real-time |
| Users had to manually compare, match and reconcile line items on documents, including notices and statements | Staple instantly reconciles quantities, values and descriptions of line items |
| Slow, tedious processing of documents was bottlenecked by human processing speeds | Batches of documents are processed rapidly, with powerful capability to process thousands of documents per hour |

## Staple performance

### 3-6 SECONDS
**AVERAGE PROCESSING TIME PER DOCUMENT**

### 99. 99999%
**UPTIME ACHIEVED IN PRODUCTION**

AICPA SOC
aicpa.org/soc4so

**SOC2 TYPE 1 & TYPE 2 CERTIFIED SOLUTION**

## SAP Concur

**DIRECT MULTILANGUAGE INTEGRATION WITH SAP CONCUR**

## Staple Support

Staple provides Platinum, Gold and Silver levels of support.

These include:

- Telephone support, including weekends.
- Email support
- Jira Service desk ticketing support
- Onsite assistance is guaranteed within 72 hours during the business week (for on-premise deployments only).