CASE STUDY
AUTO RETAIL

Fortune 500 AUTO RETAILER

Lateetud is an award-winning Blue Prism partner providing process automation software and services. We enable Digital Transformation and help customers achieve Operational Excellence through end-to-end automation.

SUMMARY OF BENEFITS

- Automatically validate and process thousands of vendor invoices for payment with 3-way matching against ERP and custom homegrown platforms
- Reduced the invoice processing backlog by 95% within 2 weeks
- Automated 2.5 FTE equivalent of repetitive non-value-added invoice processing
- Improved visibility and tracking of invoice handling and exception management
- Guaranteed validation and compliance improvements
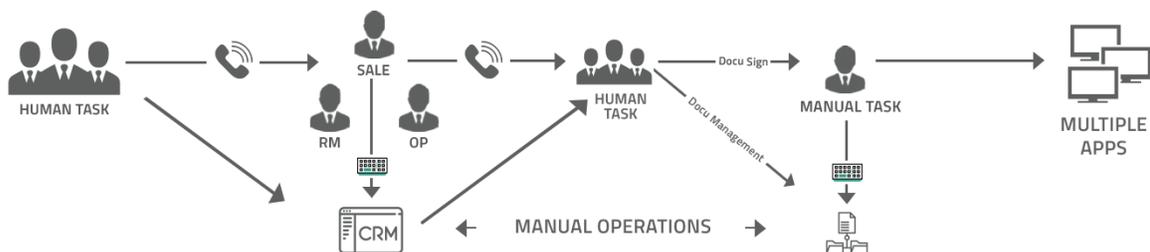- Extend the life of custom legacy systems

CHALLENGE

The customer had to manually process vendor invoices for thousands of inventory items. A P2P suite was not practical without enduring a drawn-out and expensive IT effort to sunset inhouse platforms.
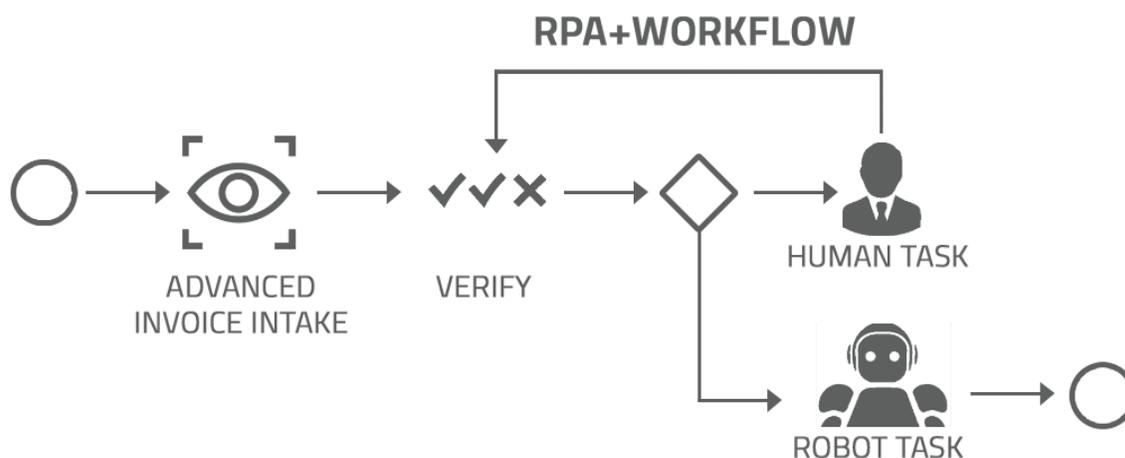
Early automation efforts by the Internal IT department found that it was extremely difficult to capture the critical data necessary to accomplish a basic two-way match. Data elements were having to be manually transferred from email attachments and/or manually retrieved from multiple applications in order to accomplish this match.

This modified workflow burdened the finance team with repetitive and error-prone tasks, resulting in an arduous process resulting in incorrect matching, misplaced invoices, and duplicate payments. This led to an increase in invoice resubmissions, late payments, and creating an overall stressful environment. It was becoming increasing difficult to adhere to contractual payment terms to the point fines were beginning to become an issue for the organization. These lengthy and repetitive manual steps created a backlog averaging 80,000 pending invoices at a given point in time.

SOLUTION

Pre-Automation

With Automation

The RPA consultants of Lateetud worked on-site with the customer to create scalable automation for vendor invoice processing using Blue Prism RPA technology. With multi-bot processing, an automated workflow was created to process invoices within 30 seconds. The solution incorporated automation handling of emailed invoices and gathering of data elements from other internal systems to a fully processed case.

Today, the customer is able to validate and process over 3500 invoices a day, 7 days a week. This reduced the invoice backlog by 95% within the first 2 weeks of deployment, while at the same time, guaranteeing compliance and providing end-to-end visibility into the status of each invoice.

Today, when an invoice is received, Lateetud's RPA solution automatically flags cases with missing or incorrect data. Notifications are issued to AP clerks for manual intervention of problematic invoices, while others without issue are processed accordingly. Actions are now assigned for processing and are prioritized based on key indicators such as related payment windows, specific vendors, dollar amounts, and other meaningful metrics which ensures that the team is focused on what matters most.

ENABLEMENT

Lateetud's team created a flexible invoice processing framework and trained the AP Team team on how to easily accommodate onboarding new vendors and take ownership of the automated solution in the event future modifications are needed. In addition, the Lateetud team provided the customer with strategic guidance in establishing a Robotic Operating Model and Center of Excellence. This enablement strategy has empowered not just the finance department but has

also enabled the customer to leverage automation capabilities throughout the entire organization.

> *Lateetud enables Intelligent Automation to make companies more competitive with operational efficiency and speed of service while freeing employees to focus on their most meaningful work.*

TOP 3 LARGEST US AUTO RETAILER SUMMARY OF BENEFITS

SUMMARY OF BENEFITS

- Eliminated the need to manually validate and process thousands of vendor invoices
- Invoice processing backlog reduced in 95% over the course of 2 weeks
- FTE savings of 2.5+ in Phase 1
- Much greater visibility and tracking of exception management in invoice processing
- Accomplished agile and notorious validation and compliance improvements while guaranteeing a controlled rules-based process

VISION

The Vision of Lateetud is to increase organizational intelligence through software. Our approach to guide organizations through this journey is based on creating automated, software centric zero-coding environments, scalable solutions and services to make business users independent, and establishing cost-effective delivery models leveraging distributed resource pools certified and trained on our products and solutions.

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We enable Digital Transformation and help customers achieve Operational Excellence through intelligent automation solutions.
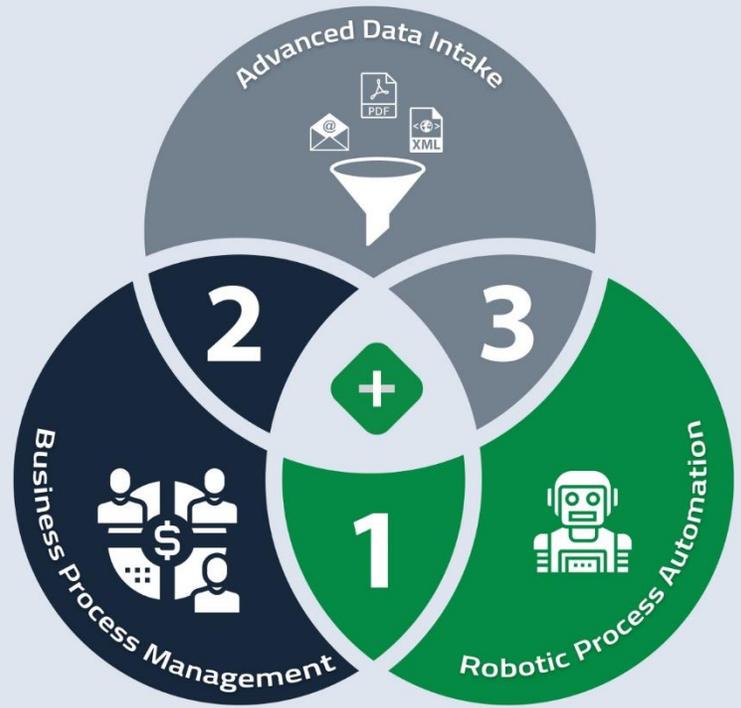
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Business Process Management

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