STREAMLINING ACCOUNTS PAYBLE WITH INTELLIGENT PROCESS AUTOMATION (IPA)

CELATON

Capgemini

As one of the world's foremost providers of consultancy, technology and outsourcing services, Capgemini constantly strive to deliver enhanced business value, increased efficiencies and an exceptional customer experience to their clients.

THE BUSINESS CHALLENGE

One of Capgemini's clients was looking to transform the way they process their customer invoices and requested an innovative solution. Capgemini responded by engaging their Intelligent Process Automation (IPA) partner Celaton to deploy their Intelligent Document Processing (IDP) platform, inSTREAM, that achieves efficiency gains through reducing the amount of manual effort required in processing unstructured and semi-structured content.

THE SOLUTION

Delivered as a service, inSTREAM™ applies its IPA technologies, including

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Head of Global Delivery Network

67% Reduction in the number of FTEs needed in the process

BENEFITS ACHIEVED :

⬡ Improvement in customer experience

⬡ Reduction in inaccurate data entering customer's finance system

⬡ Faster processing

RPA, Machine Learning and OCR to streamline the processing of invoices for Capgemini's client.

Upon receiving an invoice from a dedicated Capgemini mailbox, inSTREAM is able to learn the pattern of unstructured content through the natural consequence of processing the document. As a result, inSTREAM is able to read and categorise the document whilst extracting key data and carrying out further tasks such as validation and verification of supplier details, PO checks, currency conversion and other business checks.

inSTREAM learns through collaboration with Capgemini's Processing Assistants by using an intuitive GUI (Graphical User Interface) to show its understanding of the supplier invoice which is validated by the Assistants, or amended if necessary. inSTREAM learns from every transaction processed and as volumes increase, inSTREAM's confidence and accuracy improves.

VALUE DELIVERED

As a result of applying inSTREAM to their client's invoice processing,

20% Decrease in help desk queries

Capgemini achieved 67% reduction in the number of FTEs needed in the process. The amount of incorrect data generated by human error was significantly reduced and as a result there was a notable increase in performance accuracy. In addition , Capgemini has observed a 20% decrease in the number of Help Desk queries from their client, resulting in a significant increase in overall customer satisfaction.

"At a time when there is considerable hype about artificial intelligence and robotics, Capgemini and Celaton can clearly demonstrate tangible, innovative and fully operational AI implementations that are delivering business value beyond our initial expectations." said Jon Bell, Head of the Global Delivery.