Case Study

Belden Inc.

Applying AI Across the Invoice Lifecycle to
Eliminate Manual Work and Accelerate Results

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✓✓ **The Basware SmartPDF AI learns from our inputs so every day, the system improves and adapts to our needs."**

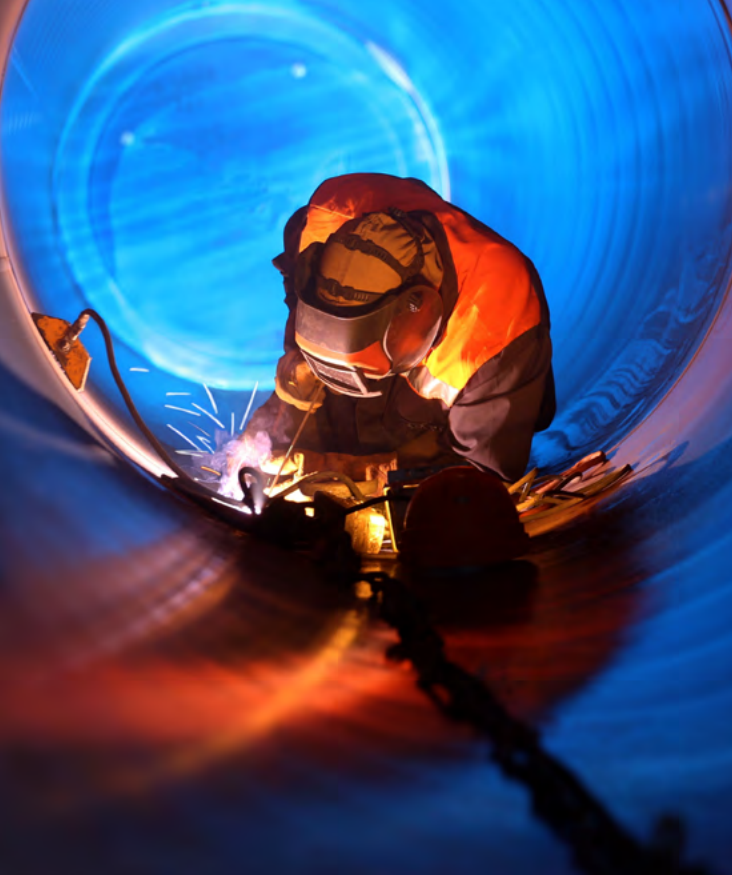Astrid Baetsen, Manager Accounts Payable SSC NA & EMEA

Read the full story

Industry: Manufacturing

Regions: Global

Solutions: Basware AP Automation, SmartPDF AI

Transforming Finance with AI-Enabled Invoice Lifecycle Management

Belden Inc., a global leader in signal transmission and networking solutions, operates complex, high-volume invoice processes across both EMEA and North America. With over 13 people in its shared service disbursement teams, Belden knew that staying ahead required more than just automation—it required intelligence embedded throughout the invoice lifecycle.

Through its partnership with Basware, Belden is transforming how invoices are received, validated, and routed by embedding AI deeper into each stage of Invoice Lifecycle Management. As Astrid Baetsen, Manager Accounts Payable SSC NA & EMEA, explains, "With Basware's AI, we're not just automating—we're improving accuracy, reducing risk, and gaining insights." The result: faster processing, fewer errors, a reduced workload, and greater visibility for finance and business users alike.

AI at Work: From Capture to Validation

Belden's AI journey began with the implementation of Basware's SmartPDF—an AI-powered solution that extracts data from PDF invoices and converts them into true e-invoices without OCR or manual entry. But the value goes beyond capture.

Working closely with Basware and AI partner Extropy, Belden continues to optimize the AI Self-Validation Tool, which identifies and corrects inconsistencies in invoice data—particularly around PO recognition, a common challenge in high-volume AP environments. This has created a smarter, more reliable invoice flow into downstream systems—delivering the standardization needed for efficient lifecycle management. Baetsen notes, "The SmartPDF AI learns from the corrections we make—so every day, the system gets smarter and more efficient."

This self-learning capability has proven invaluable in streamlining invoice processing across Belden's U.S. (95% PO-based) and EMEA (75% PO-based) operations.

Tangible Results Across AP Operations

Since deploying Basware's AI capabilities, Belden has seen measurable impact:

- 99.7% faster invoice visibility—from 48 hours to 10 minutes
- 85% faster invoice processing—from 7 days to 1–2 days
- Minimized supplier follow-up emails
- Eliminated backlogs
- Reduced month-end accruals

According to Baetsen, "We've virtually eliminated the invoice backlog. SmartPDF now handles the majority of incoming volume, touch-free." With fewer manual interventions, the AP team can now focus more on exception handling and supporting strategic business initiatives. These results reflect a shift toward digitally managed invoice processes, where transparency and efficiency are built in from the start.

✓✓ **It's about freeing up time for our team to focus on what really matters. That's where I see AI enabled Basware solutions helping most."**

Astrid Baetsen,
Manager Accounts Payable SSC NA & EMEA

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Key statistics:

99.7% Faster invoice visibility

95% Touch-free invoice handling in the U.S. with SmartPDF AI

85% Faster invoice processing

Looking Ahead: AI as a Strategic Enabler

Belden sees AI not as a one-time solution, but as a long-term enabler of leaner, smarter AP operations. The team is already exploring Basware's Smart Workflow for intelligent invoice routing and SmartCoding for automated GL account assignment especially to reduce time spent on non-PO invoice approvals. "I'm really enthusiastic about what the plan is for the AI and what the rollout plan is for this year." says Baetsen.

The company is also closely watching Basware's development of AI across the invoice lifecycle—from intelligent configuration and exception handling to generative AI that supports modelling, compliance logic, and faster decision-making.

Partnering for Long-Term Impact

At Belden, intelligent Invoice Lifecycle Management is already delivering measurable value. By embedding AI into how invoices are captured, validated, and processed, the team has improved accuracy, accelerated turnaround, and gained stronger control across global operations. As Baetsen puts it, "We're seeing what's possible when AI is embedded in the process—not added on top of it. Basware is helping us reimagine what AP can deliver."

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