



INCORA: TRANSFORMING ACCOUNTS PAYABLE OPERATIONS WITH DATAMATICS

DATAMATICS

The leading global provider of supply chain solutions, Incora supports complex, high-volume operations across multiple geographies, enabling organizations to optimize procurement, inventory, and supplier management. With a strong focus on operational excellence and reliability, Incora helps customers maintain continuity, efficiency, and control across global supply chains. As its footprint expanded, the organization sought to strengthen its internal finance operations to support scale, compliance, and sustained growth.

The Challenge: Fragmented, Manual Accounts Payable Operations

Incora faced significant challenges managing decentralized, in-house accounts payable (AP) operations across global offices.

Lack of standardized processes led to heavy reliance on manual tasks, unnamed data, resource-intensive workflows and inconsistent execution.

Rising invoice volumes during peak periods strained internal teams, increased operational costs, and heightened compliance risks, back logs, limiting scalability and efficiency.

The Solution: Standardized, Scalable AP Transformation

To modernize and streamline the AP function, Datamatics delivered a comprehensive transformation built on standardization, automation, and offshore delivery. A unified Standard Operating Procedure (SOP) was implemented across all regions to ensure consistency and governance. Automated workflows replaced multiple manual touchpoints, while processing was strategically offshored to optimize costs and resource utilization.

Flexible workflows and scalable infrastructure were designed to handle seasonal volume fluctuations, supported by a pool of cross-trained finance professionals with deep domain expertise. The solution was delivered within SOC 1 and SOC 2 certified environments, ensuring robust compliance and operational control.

- Unified SOP implemented across global AP operations for standardization and consistency.
- Automated workflows to reduce manual intervention and accelerate invoice processing.
- Offshore delivery model to optimize costs and right-size teams without compromising quality.
- Scalable infrastructure and cross-trained resources to manage peak and seasonal volumes.
- SOC 1 and SOC 2 certified operations ensuring compliance, security, and governance.

By implementing Datamatics FINATO, the AI-powered finance transformation solution, Incora significantly enhanced the quality and efficiency of its invoice processing and overall AP operations. Automation enabled teams to shift their focus from repetitive, manual tasks to higher-value operational activities. Pricing discrepancies were resolved, data accuracy improved substantially, and supplier relationships strengthened as a result of faster, more reliable processing.

Overall, Incora established a resilient, scalable, and compliant finance function aligned with its global business objectives. The organization experienced a marked improvement in data quality, accuracy, and credibility across its finance operations, laying a strong foundation for sustained operational excellence.

Impact: Efficiency, Cost Optimization, and Control

Consistent and standardized AP processes across all offices and countries.

40% reduction in invoice processing time, enabling faster approvals and payments.

25% reduction in operational costs through automation and process optimization.

Improved compliance and governance with SOC-certified delivery.

Continuous optimization enabled through structured feedback and performance monitoring.

ABOUT **DATAMATICS**

Datamatics enables enterprises to go Deep in Digital to boost their productivity, customer experience, and competitive advantage. Datamatics' portfolio spans across three pillars of Digital Technologies, Digital Operations, and Digital Experiences. It has established products in Intelligent Document Processing, Robotic Process Automation, AI/ML models, Smart Workflows, Business Intelligence, and Automatic Fare Collection.

Datamatics caters to a diverse global clientele across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing. The Company has a presence across four continents with significant delivery centers in the USA, India, and the Philippines. To learn more about Datamatics, visit www.datamatics.com

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