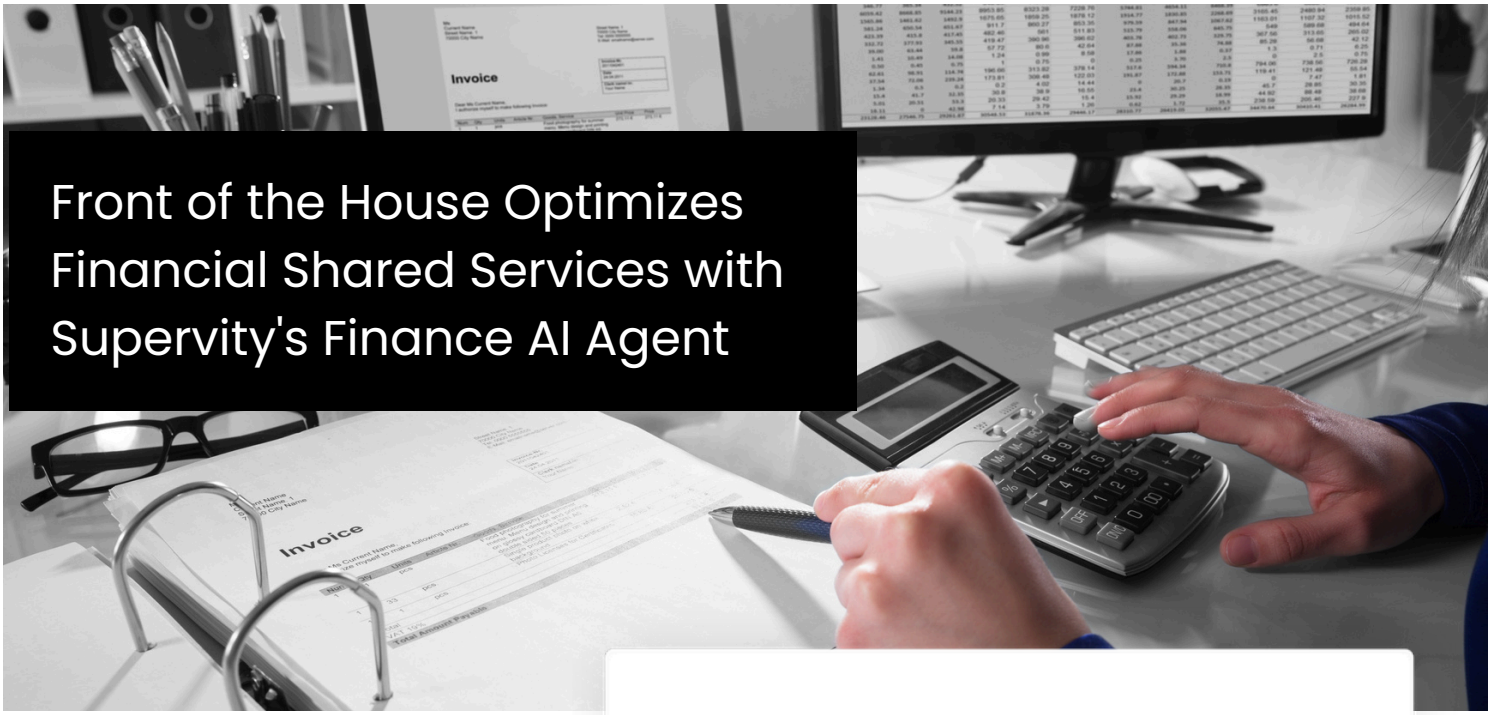
CASE STUDY

Supervity



Front of the House Optimizes Financial Shared Services with Supervity's Finance AI Agent

Processes Automated

- Accounts Payable
- Record to Report
- Cash Management
- Month End Close

ABOUT

Front of the House (FOH) is a leading provider of innovative and stylish tableware and accessories for the hospitality industry. Headquartered in Miami, Florida, FOH has a diverse customer base across the United States and beyond. The company's financial operations are managed through multiple shared service centers, primarily focused on ensuring smooth operations in accounts payable, record-to-report, and cash management processes.

Business Benefits

95%
Elimination of manual data entry

75%
Straight through processing

100%
Accuracy & zero data entry errors

90%
Reduction in Cycle Times

CHALLENGE

Front of the House (FOH) encountered several critical challenges in their financial shared services operations that significantly impacted their efficiency and accuracy. These challenges included:

- **Lack of Standardization**: The financial processes at FOH were not standardized across their various shared service centers, leading to operational silos and inefficiencies.
- **Manual Invoice Processing**: The reliance on manual data entry for processing invoices introduced a high margin of error. These errors often led to delays in payment cycles, affecting vendor relationships and incurring penalties for late payments.
- **Paper-Based Workflows**: FOH's processes were heavily dependent on paper-based invoices, which required physical movement across departments. This not only made the workflow cumbersome and slow but also resulted in a lack of control and visibility over the invoice lifecycle.
- **Complexity in Exception Management**: The absence of a centralized system to handle exceptions meant that issues were often resolved through ad-hoc methods, leading to inconsistencies and inefficiencies.
- **Collaboration Issues**: The lack of real-time information sharing and communication barriers contributed to delays in decision-making and reduced the overall effectiveness of the financial processes.

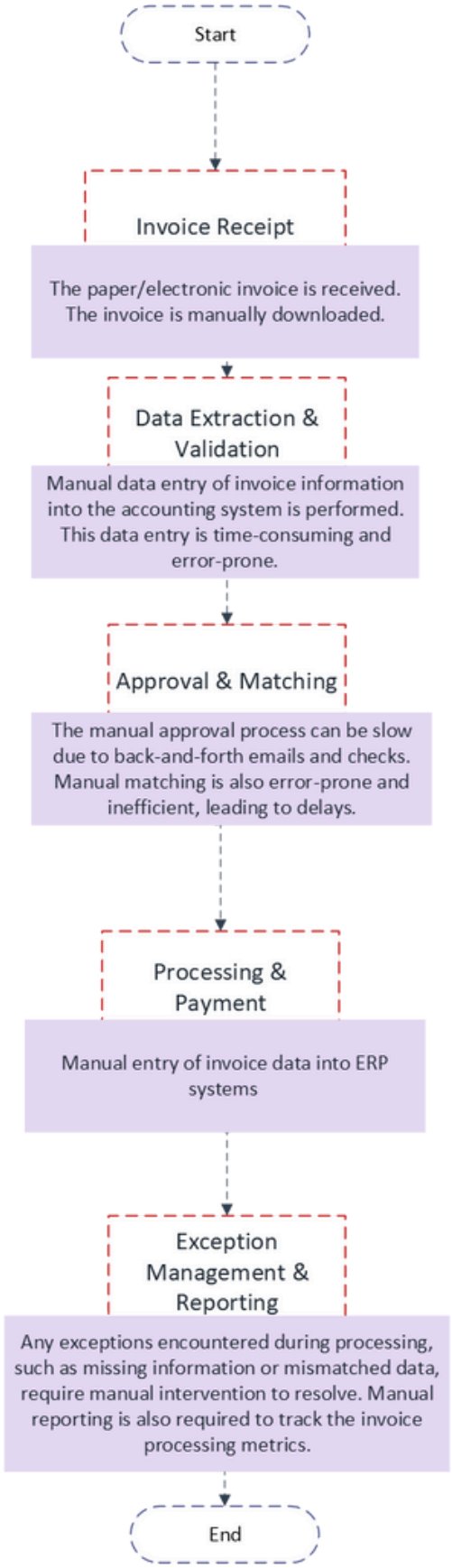
SOLUTION

FOH partnered with Supervity to implement an AI Agent-driven solution that automated their financial shared services. Key features included:

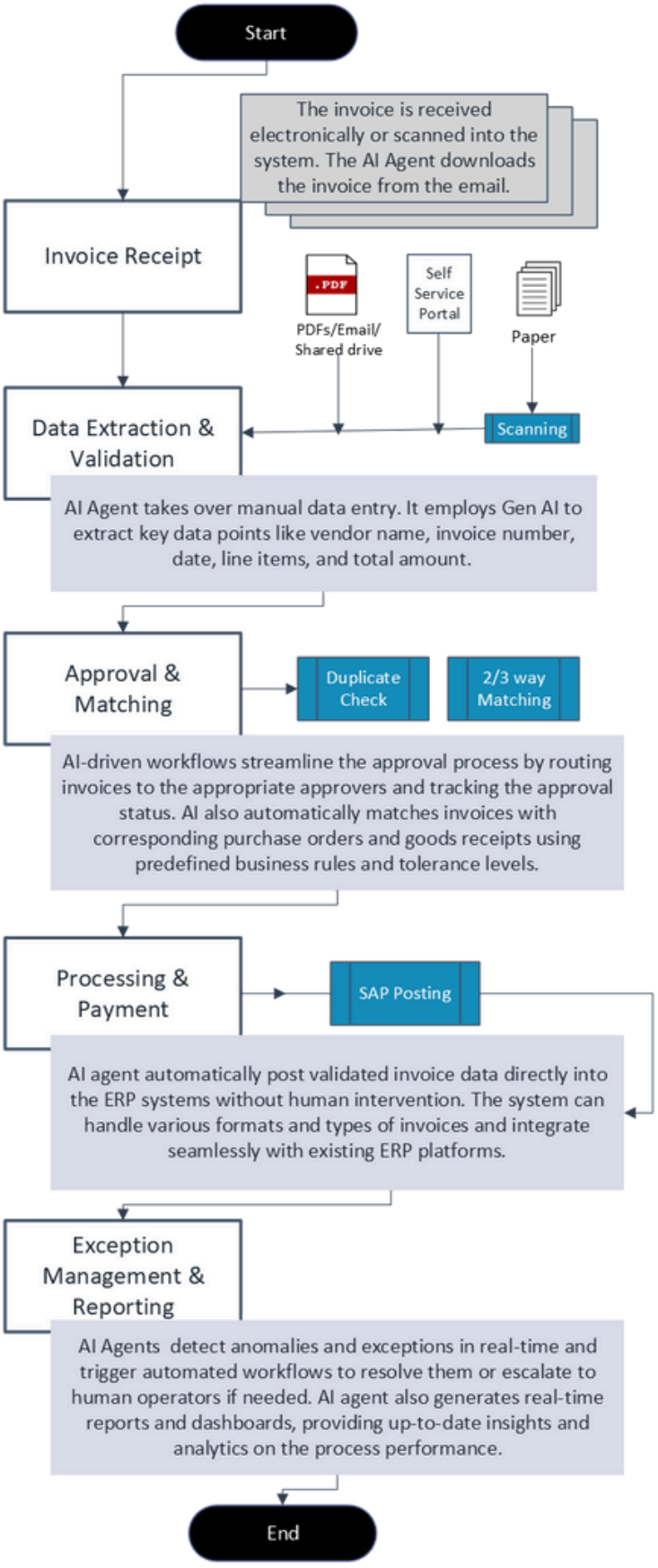
- **Automated Invoice Processing**: AI Agents handled data capture, validation, and approval, eliminating manual errors and reducing processing times.
- **Digital Workflows**: AI Agents digitized paper-based invoices, improving control and speeding up invoice processing.
- **Smart Exception Management**: AI Agents automatically managed exceptions, reducing the need for manual intervention.
- **Improved Collaboration**: The AI Agent platform facilitated better communication and decision-making among FOH's teams.
- **Customizable Rules**: AI Agents allowed FOH to tailor business rules, enhancing efficiency while maintaining control.

Workflow Transformation - AI Agent Powered Invoice Processing

BEFORE



AFTER



BUSINESS IMPACT & OUTCOME

4

100%

Accuracy & zero data entry errors

90%

Invoice processing turnaround time reduced by 90%

95%

Elimination of manual data entry

70%

Backlog Reduction

1000

Over 1,000 staff-hours saved every month.

80%

Improvement in Processing Cost

90%

Reduction in Approval Cycle Times

JOURNEY

FOH's journey towards automation started with a strategic partnership with Supervity, focusing initially on their accounts payable process. AI Agents were deployed to automate the invoice processing workflow, handling complex transactions with precision.

Within just two months of implementation, FOH saw a 90% reduction in invoice processing time and achieved 100% accuracy in data entry, virtually eliminating manual errors. The success of this initiative led FOH to expand the use of AI Agents into other financial processes, including record-to-report and cash management. As a result, FOH experienced a 70% reduction in backlog and an 80% improvement in processing costs.

The transformation allowed the finance team to shift their focus from routine tasks to more strategic activities, further driving operational efficiency and cost savings.

WAY AHEAD

Encouraged by the significant improvements in their financial operations, FOH is now exploring the deployment of AI Agents across additional business processes. Upcoming implementations include AI-driven solutions for financial reporting, purchase order processing, and employee onboarding. FOH aims to achieve full automation across its financial operations.

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