

PlanetPress® Connect

OL™ Software

SOLUTION IN ACTION

ACCENTURE SLASHES INVOICE PROCESSING FROM DAYS TO MINUTES WITH OL

- IMPROVE ACCURACY
- REDUCE RISK OF ERRORS

- INCREASE CONTROL
- ACCELERATE CASH FLOW



High performance. Delivered.

Accenture is a global company working in the areas of management consulting, technology services and outsourcing. It has more than 358,000 people serving clients in over 200 cities in 55 countries. The company generated net revenues of US\$31 billion in 2015. Its main Brazilian office is located in São Paulo.

Website

www.accenture.com



About Oi

Headquartered in Rio de Janeiro, Oi S.A. is Brazil's largest telecommunications provider, offering fixed and mobile telephone, data transmission and pay TV services to almost 75 million customers. The company employs more than 35,000 people in over 5000 municipalities across the country.

Website

ri.oi.com.br

Accenture Brazil has completely automated a manual rental invoice processing task for Oi, a major Brazilian telecom provider, cutting invoicing time from days to minutes, increasing control, reducing the risk of abuse, and boosting productivity, thanks to Objectif Lune's OL Connect technology.

Challenges faced by the company

Struggling with penalties for late or missed payments

To support its nationwide presence and extensive customer base, telecom giant Oi S.A. rents a lot of local offices across Brazil. At any one time, the number of leases varies anywhere between 500 and 1000 contracts, for which the firm is invoiced up to BRL\$3 million each month.

These invoices typically arrived by email and are printed and validated against contract information held in Oi's SAP database before being forwarded for payment.

A further complication for Oi is that under Brazilian law it is not compulsory for a landlord to issue an invoice for each month's rent, as the rental contract is considered to be sufficient documentation to cover all the payments that fall due under the agreement. However, though Oi would not necessarily receive an invoice for each monthly payment that was due, there were still penalties for missing them, and this situation was potentially open to abuse.

"The company was paying on average BRL\$500,000 a year in penalties for late or missed payments," says de Souza.

With due dates occurring at any point in the month according to the inception of each rental contract, there were no obvious timing cues for missing invoices or payments.

Oi outsourced the invoice processing function to Accenture. Then Accenture immediately recognized that, as well as developing a solution to speed up the validation of incoming invoices, there was an important need to identify upcoming rent payments for which no invoice had been received. Part of the solution involved being able to send out invoice requests and make payments on time, thus avoiding penalties under Brazilian law.

«Managing these incoming invoices was taking a dedicated group of Oi staff between two and four days every month, manually verifying the invoices against custom spreadsheets.»

Glaucio Dumans de Souza
Solution Architect at Accenture Brazil

The implementation of PlanetPress Connect

Making a good connection

Objectif Lune's PlanetPress Connect was a key component in the solution that Accenture selected.

Accenture's de Souza explains, *"The beauty of using OL Connect is that we don't have to have a tight integration with Oi's SAP systems, something that Oi's security policies don't allow us to do. OL Connect can work with a variety of integration tools, including intermediate files, that allowed Accenture the flexibility to get the automation done."*

Now when an invoice is received, the PlanetPress Connect DataMapper immediately converts it through optical character recognition (OCR). The PlanetPress Connect workflow then initiates a data export in Oi's SAP system to extract the expected invoice information, including payment details and due dates, for comparison and validation.

Custom business logic in the PlanetPress Connect workflow also identifies the upcoming contracted payments for which no invoice has been received. For these, it automatically generates personalized reminders requesting invoices, which are sent to the relevant landlords. Invoice status is updated based on the received and converted invoices, and updated information is automatically fed back into the SAP system. A web-based dashboard is available to Oi's management, providing a real-time overview of the rental invoice processing.

By using Objectif Lune's OL Connect technology, Accenture Brazil was able to implement a business solution to process Oi's rental invoices with much higher productivity and accuracy than Oi could have achieved on its own while providing Oi's management more insight into the overall process. Accenture Brazil plans to build upon this success by re-using this business solution for other client projects.

What do they like most about PlanetPress Connect? Its flexibility and efficiency!

«The invoice processing that used to take two to four days each month is now completed in a matter of minutes, vastly increasing productivity, while reducing manual errors and improving process control and visibility, and contributing to a project ROI of only six months.»

Glaucio Dumans de Souza
Solution architect at Accenture Brazil

The Benefits

- Accelerated cash flow
- Reduced risk of manual errors
- Flexibility
- Increased productivity while improving process control and visibility
- No technical knowledge required or IT team needed
- Partnership with Objectif Lune, resulting in a solution to every problem

About PlanetPress® Connect

PlanetPress Connect is a flexible solution that relies on corporate data to automate document-related processes and optimize communications with clients. Our solution is adaptable and compatible with any database, ERP/CRM or equivalent systems, for total control of your IT infrastructure. PlanetPress Connect handles the automation of processes such as the creation, distribution and archiving of transactional documents.

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