ISHIR helps leading investment firm make invoicing efficient with Robotic Process Automation (RPA)

Client

The client is a leading global investment firm based in California. They have several offices around different continents.

Challenges

The client did manual processing of invoice receiving and creation using Ariba. Most of the client's vendors shared invoices through email or hard copy (via mail post). The accounts team scanned invoices or read them to be fed into the system manually. The goal was for the process to be partially automated to eliminate the manual workflow elements of the process. The increase in the number of incoming requests led to missed deadlines.

The process had the following dependencies: -

- Accuracy of process was dependent on inputs received from OCR and template prepared by AP team
- Process and accuracy was dependent on vendor and currency database received from CODA
- PO matching was dependent on availability of PO database from Ariba

Solution

ISHIR created a solution using Blueprism RPA tool that helped to create certain process flows that trained the bots. The bots were trained in a manner that the manual scanning by accounts team was converted into OCR scanning. The results were processed at a faster pace and turned out to be more accurate. The invoices that were in an image format (the main reason to use the OCR scanner) extracted data from the invoice image and used by the bot to create an invoice in Ariba. Once the invoice was created in Ariba, the bot sent/emailed it to the designated authority for the approvals.

ISHIR's RPA team worked to create bots for the following:

System	Type (Internal/External)	Description of the system usage in respect to the sub-processes	Proportion of the process that system helps to support
SAP Ariba	Internal	Invoice creation	Ariba take care of workflow management from invoice creation to Invoice processing
CODA	Internal	Database are referenced	Provide vendor database and currency database to OCR