



# Contactless Invoice Processing using RPA for a Global Imaging Company

## Client Overview:

The Client is a global leader in imaging and output technology solutions, managed print services, software, solutions and services that help customers save time and money. Headquartered in Lexington, Kentucky, their products and services are sold in more than 170 countries.

## Business Challenges:

The client wanted to embark on a digital transformation journey leveraging RPA & other tools or platforms that can be integrated with their current SAP ERP. They were looking for an experienced partner that would help them assess their existing processes for automation opportunities, to reduce manual efforts, increase productivity/efficiency gains & incorporate a culture of continuous improvement.

The client's centralized shared services centre in Cebu, Philippines with 188 FTEs faced challenges around redundant manual effort that needed to be reduced. They had implemented few technology interventions like Brain Ware, Perceptive Capture, Winshuttle, Blackline & leveraged G-Docs for information sharing & approval. However, these tools were not fully utilized and were poorly integrated. The main challenge was to explore possibilities of consolidation and standardization.

## The Hexaware Approach:

Hexaware collaborated with client through discovery sessions to identify automation potential in their back-office processes that supported Accounting, Supply Chain Management (SCM) and Human Resource (HR). We zeroed down on processes within Accounting and SCM that required automation due to the below reasons:

- Process driven on judgement rather than business rules
- Manual intervention and repetitiveness
- Higher opportunity of effort savings

## Solution Highlights:

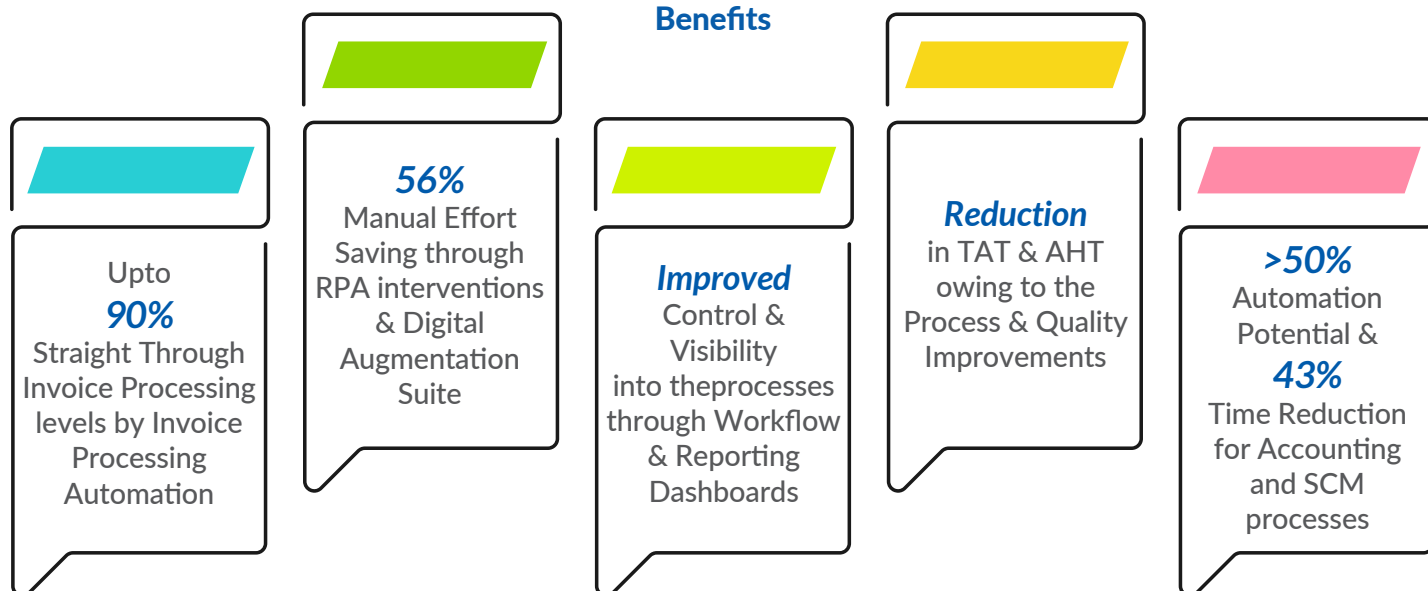
Hexaware brought robust RPA interventions like Hexa Auto Invoice for contact-less invoice processing and OCR for automated text extraction. We also standardized the data input process by replacing current technology with a custom web-application having forms for each type of activity. Standard templates were used for all email communication to achieve utmost data accuracy. Creating a customized workflow enabled e-mail notification for approvals & task assignment. We were successfully able to drive an efficient change management internally as well as with the client's vendors. There were significant process improvements through Lean Six Sigma Techniques.

## Processes Studied:

Accounts Payable	Accounts Receivables	GL & Fixed Asset	Period end close Activities
<ul style="list-style-type: none"><li>• Invoice Processing</li><li>• Invoice Cancellation</li><li>• Vendor Inquiry</li><li>• Document Reversal</li><li>• R Block Clearing</li><li>• MR8M Clearing</li><li>• Payment Remittance Advice</li></ul>	<ul style="list-style-type: none"><li>• Cash Application for payment received via various mediums viz Factoring, Bills of Exchange, Credit Cards etc.</li></ul>	<ul style="list-style-type: none"><li>• Intercompany Reconciliations</li><li>• Bank Reconciliations</li><li>• Asset Under Construction Report Generation</li></ul>	<ul style="list-style-type: none"><li>• Payroll JEs upload</li><li>• OIM Inventory in Transit</li><li>• Accounting Metrics<ul style="list-style-type: none"><li>- Shopping Carts</li><li>- Manual Journal Entries</li><li>- Fixed Assets</li></ul></li></ul>



## Benefits



With tons of invoices to process, the client faced a mammoth task, as paper heavy activities in Accounting and SCM put brakes on the turnaround time with limited scope to realize profitability. Hexaware's flair for bringing change with cognitive automation and improved workflows ensured invoice processing scaled to high data accuracy with precision and better visibility.

## About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'AUTOMATE EVERYTHING™', CLOUDIFY EVERYTHING™, TRANSFORM CUSTOMER EXPERIENCES™'.

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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### Safe Harbor Statement

Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.