



WHITEPAPER

## TOP 5 INTELLIGENT AUTOMATION SUCCESS STORIES IN FINANCE & ACCOUNTING (F&A)



Finance & Accounting (F&A) section processes a significant portion of the unstructured data handled by the business while dealing with payments and tracking receivables. Most legacy applications and ERP systems, such as SAP and Oracle, pose a problem when confronted with unstructured data. Businesses deal with this issue by manually keying in this unstructured data repeatedly during their day-to-day activities.

This person-dependent activity gives rise to bottlenecks and inherent process latencies, leading to delayed book closures and a lack of real-time visibility of processes and cash flows. A solution that cuts across different business processes, sprawling legacy IT systems, and heterogeneous business application landscapes is the unanimous demand of most businesses and F&A departments.

# PROBLEM STATEMENT

Globally scattered operations and manual processing highly affect the turnaround time and productivity of the F&A functions. Legacy applications and platforms add to the swivel chair operations and low processing speeds.

# SOLUTION

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Intelligent Automation offers a smart digital solution to seamlessly bridge globally scattered business operations involving multi-structured data, paper-form processes, and different standalone ERP systems to provide high operational efficiency, speed, and faster turnaround time.

The Intelligent Automation platform comprises integrated operations involving Intelligent Document Processing (IDP), Robotic Process Automation (RPA), Artificial Intelligence / Machine Learning (AI/ML), Workflows, and Analytics.

- 1 IDP digitizes and ingests unstructured to multi-structured data
- 2 RPA seamlessly and non-invasively integrates the IT estate and third party systems
- 3 AI / ML is useful in exception handling and building an adaptive platform for STP
- 4 Workflows integrate and move data through different touchpoints
- 5 UX backed Analytics offer user-friendly dashboards and a DIY reporting experience

The non-invasive nature of the Intelligent Automation platform brings the dominant legacy applications and modern applications on a levelled playing field to deliver end-to-end automation. The approach goes beyond point automation solutions and API application integrations.

Though touted as the last mile automation in different business parlances, **Intelligent Automation**, paves the way for systematic **end-to-end automation, integration, and infrastructure optimization** across different generations of IT systems across geographically distant landscapes.

# TOP 5 INTELLIGENT AUTOMATION ENABLED F&A SUCCESS STORIES

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F&A has been the early adopter of automation practices backed by the realization that an efficient F&A is at the center of a sustained global value chain. Here are some live success stories of businesses that profited by implementing Intelligent Automation powered digital F&A functions and turned adversities into opportunities.

01

## Intelligent Automation Success Story 1

### – Manufacturing Company in Sweden

A large manufacturing company in Sweden having global operations faced delays in invoice booking. They operated on legacy platforms and machines and incurred substantial operational costs.

After re-engineering their processes in the existing IT estate with Intelligent Automation involving IDP, workflows, and RPA to process 140000 invoices annually, they achieved a 25% improvement in efficiency and productivity. They significantly improved their cash flow and cash management.

02

## Intelligent Automation Success Story 2

### – Leading House Leasing Company in the USA

A leading house leasing company in the USA faced errors in manual invoice processing while dealing with high workload volumes and peaks.

The company used the Intelligent Automation platform for end-to-end automation in the Accounts Payables, from invoice receiving, ingesting, validating to posting to the ERP system for further processing. It achieved 99% in the AP journey while eliminating error and rework.

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**03**

### **Intelligent Automation Success Story 3 – Global Airline Catering Company in Switzerland**

Switzerland's global airline catering company with operations in 45 multi-geography locations faced high maintenance costs in operations and consolidation.

The catering company institutionalized Intelligent Automation to improve accuracy and speed as well as reduce processing costs through increased visibility and improved decision making.

**04**

### **Intelligent Automation Success Story 4 – Global Credit Rating Agency in the USA**

A global credit rating agency operating in the USA faced delays and latencies in manual sourcing of data and reports mostly received in unstructured form.


The company used Intelligent Automation to build an intelligent crawler to auto-source real-time information from different public sites about their assessees. They reduced paper handling by 90%, reduced response time by 60%, and increased the scope of analyzing their global finance products.

**05**

### **Intelligent Automation Success Story 5 – Automobile Sealant Manufacturer in the USA**

A globally operating automobile sealant manufacturer in the USA incurred high operational costs in integrating AR work across three different ERPs, especially during peak workloads.

They deployed an Intelligent Automation platform for launching an integrated ERM powered Accounts Receivables and cash management solution and reduced operational costs by 20% and turnaround time by 50%.



# KEY BENEFITS ACHIEVED THROUGH INTELLIGENT AUTOMATION POWERED F&A PLATFORMS

- 1 Sustained process efficiencies
- 2 Scalable automation
- 3 High accuracy led FTRs for sustained STPs
- 4 AI/ML enabled adaptive exception handling
- 5 Process acceleration and reduced operational costs
- 6 Sustained cash flow management and business optimization
- 7 An ever-green value chain through the people-process-technology overhaul
- 8 Improved workforce optimization
- 9 Elimination of fraud, late payments, and high DSO
- 10 End-to-End automation with holistic process integration
- 11 Agile business management with real-time visibility for expansion projects
- 12 CoE led optimization that goes beyond mere process automation

# CONCLUSION

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Intelligent Automation powered digital F&A functions enables businesses to look beyond payment process latency and coercive receivables management towards building a mutually beneficial, ever-green value chain. The systematic clockwork allows businesses to develop just-in-time paradigms and thriving business ecosystems.

# ABOUT THE AUTHOR

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## **NAVIN GUPTA**

Executive Vice President  
& Head BPM Services

Navin spearheads all quality related endeavours and works towards achieving client satisfaction by ensuring all of Datamatics' deliverables reach its clients with top grade quality.

He is responsible for operational excellence, institutionalizing and building operational rhythm.

Navin has over 26 years of experience in managing operations, software and services delivery, system analysis & design, business analysis, management consultancy, corporate planning, equity research and financial analysis. He has a rich experience of working in both IT Outsourcing and Manufacturing setups. Before joining Datamatics, Navin has worked with several reputed IT organizations, including iGate, Genpact, Birlasoft and Polaris. Navin holds Masters degrees in Economics and Oracle Application and a DBF from ICFAI. He is also trained in TQM and is Six Sigma Certified.



# ABOUT DATAMATICS

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Datamatics provides intelligent solutions for data-driven businesses to increase productivity and enhance the customer experience. With a complete digital approach, Datamatics portfolio spans across Information Technology Services, Business Process Management, Engineering Services and Big Data & Analytics all powered by Artificial Intelligence.

It has established products in Robotic Process Automation, Intelligent Document Processing, Business Intelligence and Automated Fare Collection.

Datamatics services global customers across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing.

The Company has presence across 4 continents with major delivery centers in the USA, India, and Philippines. To know more about Datamatics, visit [www.datamatics.com](http://www.datamatics.com)

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