staple

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CASE STUDY: STAPLE AUTOMATES BPO AND CLIENT ACCOUNTING WORKFLOWS FOR BIG 4 ACCOUNTING FIRM

BIG 4 FIRM (CONFIDENTIAL)

The customer is a global leader in assurance, tax, transaction and advisory services. With a global network of more than 300,000 people in over 150 countries, the firm is building a better working world for its clients, its people and its communities. The firm is committed to making a positive difference in the world, and to helping its clients realize their ambitions by providing exceptional service and innovative solutions.

For more than 100 years, the firm has been helping the world's most successful companies grow and develop. Their teams of experienced professionals provide assurance, tax, transaction and advisory services to clients around the world. The customer has a track record of excellence in providing assurance, tax, transaction and advisory services, and is recognized as one of the world's leading professional services firms.

INDUSTRY	LOCATION	SIZE	DOCUMENT TYPES
Professional Services	India	300,000+ employees US$45bn+ revenues	Invoices, credit notes, POs, delivery notes, receipts

The challenge

The firm's processing teams had to process documents in a potentially infinite number of formats, styles, and layouts from many diffeent providers, merchants and suppliers. The documents were submitted by clients who provided them in PDF, scan or photo format, and frequently these documents were received in poor quality forms.

The firm had previously trialled manual data entry and multiple OCR tools to process vendor and transactional documents on behalf of their clients. Unfortunately, none of these options provided satisfactory cost savings, accuracy levels, or results. With the increasing demand from their client base, the firm needed a solution that could handle the increased load accurately, efficiently and scalably. They turned to Staple for a solution.

The firm needed a reliable solution that could:

- Accurately process and categorise multiple document types, including invoices, credit notes, POs and delivery notes
- Efficiently process multiple filetypes, including PDFs, photos, scans, TIFF, JPG and PNG files
- Handle the variety of layouts from vendors, without the need to configure and maintain templates
- Read and translate documents in English and multiple Asian scripts
- Provide a user-friendly interface that is simple to access, effortless to maintain and easy integrated into other enterprise systems.

> "Feedback from the various teams is tremendous and very encouraging. We have already implemented Staple for a global telecom giant client."

Partha S.
PARTNER, BIG FOUR FIRM

Staple impacts

450+
EMPLOYEE HOURS SAVED PER MONTH

1,200+
VENDOR DOCUMENT TEMPLATES NO LONGER NEEDED DUE TO STAPLE

95%+
ACCURACY RATE ACHIEVED AT FIELD LEVEL

10+
LANGUAGES AND COUNTRIES SUPPORTED

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The solution

The firm chose Staple AI for its speed, accuracy rate (often 95% or more field level accuracy), ability to handle multiple languages and filetypes, its scalability and its intuitive user interface. With Staple's AI-powered document understanding technology, the firm was able to rapidly process key business documents in multiple languages and for multiple clients.

Staple's ability to process tens of thousands of documents per month at high speed and with high rates of accuracy resulted in significant cost savings and time savings for the firm and their clients. Staple's intuitive UI allowed for easy integration of the solution into the firm's existing systems, further increasing the level of accuracy and efficiency of the document processing process. Overall, Staple delivered

- Touchless "straight-through" processing for the majority of documents
- Template-less machine learning, requiring no maintenance or retraining
- A flexible, user-friendly interface for human operators to handle exceptions
- Detailed analytics offering insights on accuracy, volume, time spent, user activity and performance
- A solution that reduced data entry errors, increased accuracy and speed
- Real-time visibility into document processing status, enabling the firm to monitor and optimize their workflows

Staple assisted the client in deploying their platform on AWS. This involved utilizing Elastic Kubernetes Services for quick and straightforward deployment, as well as cost-effective scalability to manage a large influx of document processing. Document storage was managed using S3 storage, while Cassandra and Postgres databases were implemented with snapshot backups

The results

Before Staple	With Staple
Manual processing and matching of data across thousands of different styles	Automatic capture and processing of non-structured documents with Staple
Teams of operators performing data entry	Operators review very limited number of exceptions, with in-built translation
Manual validation of data relies on human judgment and attention	Staple's AI validates data with intelligent AI and rules in real-time
Users had to manually compare, match and reconcile line items on documents, including notices and statements	Staple instantly reconciles quantities, values and descriptions of line items
Slow, tedious processing of documents was bottlenecked by human processing speeds	Batches of documents are processed rapidly, with powerful capability to process thousands of documents per hour

Staple performance

3-6 SECONDS

AVERAGE PROCESSING TIME PER DOCUMENT

99.99999%

UPTIME ACHIEVED IN PRODUCTION

6+

USE CASES IDENTIFIED

1,000s

DOCUMENTS CAN BE PROCESSED PER HOUR

Staple Support

Staple provides Platinum, Gold and Silver levels of support

These include:
- Telephone support, including weekends.
- Email support
- Jira Service desk ticketing support
- Onsite assistance is guaranteed within 72 hours during the business week (for on-premise deployments only).