Effortless Efficiency:
Touchless Invoice Processing

Inspiring Case Studies for SAP

Case Study Bundle

TUNGSTEN
AUTOMATION

Table of Contents

6 Case Studies:
Touchless Invoice Processing for SAP

Introduction

If you are an **SAP user** and planning for/ migrating to SAP's next-gen ERP Suite, S/4Hana, you will likely have lots of questions, challenges and possibly concerns.

Tungsten Automation's **Process Director** solution supports S/4Hana, automating processes such as invoice approvals and PO matching. Process Director's integration ensures streamlined workflows, compliance, real-time insights, stronger supplier relationships and optimized archiving within SAP systems.

This case study bundle highlights an impressive collection of Process Director customer success stories, emphasizing the business challenges organizations have tackled head on and the positive business outcomes achieved through the implementation of Process Director.

Pfizer

INDUSTRY: Pharmaceuticals

LOCATION: Global

THE SOLUTION:

Tungsten
Process Director™

$2M
Saved Annually
with Tungsten Integrated SAP Solution

"We're across 90 countries right now on one global instance, realizing savings of upwards of $2 million a year, as we projected, it looks like even more. We have a phenomenal relationship with Tungsten, which really sets them apart. They're our partners, we firmly believe that."

Larry Geiger,
Director of Digital Solutions, Pfizer

Processes Automated
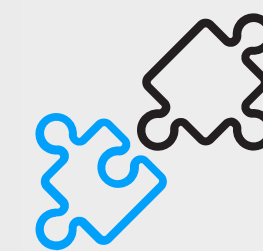
Invoice Processing

The Challenges

- Inefficient homegrown invoice and workflow processing that lacked global scalability
- Needed a first-class solution to support global expansion and facilitate invoice scanning and workflow
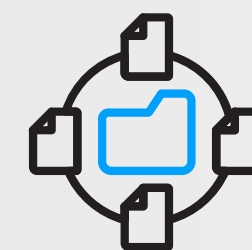
The Outcomes

- 100% Integration with SAP platform
- Supports S4/Hana requirements – workflow engine, AP metrics – all in one across the entire ERP platform
- All data in one place
- Immediately adaptable in all countries

100% SAP Integration

Centralized Data

Scalable Globally

Watch Testimonial

TUI

INDUSTRY: Tourism

LOCATION: Global

THE SOLUTION:

Tungsten
Process Director™

Achieving End-to-End Automation of Financial Processes

"The flexibility of the Tungsten technology, and the short timeframe in which we got the integrated solution up and running met our needs well. The solution saves time and effort and allows us to avoid labor-intensive manual activities and focus on the core business."

Matthew Miles
Head of SAP Support, TUI

Processes Automated

- Purchase to Pay (P2P)
- Order to Cash (O2C)
- Record to Report (R2R)
- Master data management

Standardized
Processes across all International territories

Increased
Cost transparency across global operations

Up to 85%
Straight-through-processing rate for 5 million invoices per year
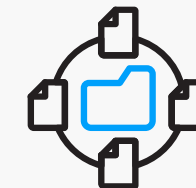
The Challenges

- Ensure ongoing profitability
- Guaranteed customer service and satisfaction
- Paying suppliers promptly
- Reduce back-office costs
- Processing speed
- Inconsistent procedures
- Cross-border standardization
- Cost reporting

The Outcomes

- Enhanced invoice processing speed
- Standardization in P2P, O2C and R2R processes, globally
- Rapid exception handling and escalation
- Real-time status information
- Freedom and flexibility to adapt to changing requirements in all geographies

Access full case study

alpek

INDUSTRY: Manufacturing

LOCATION: Global

THE SOLUTION:

Tungsten
Process Director™

Tungsten
ReadSoft Invoices™

Strengthening Vendor Relationships with an Automated AP Solution

"We had to find a way to use the staffing that we did have and be able to achieve the same results with twice the invoice volume. I think we're moving in the right direction and it's going to be very valuable in the long run."

Carrie Horrocks
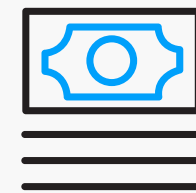Assistant Controller, Alpek Polyester
(formerly DAK Americas)

Processes Automated

Entire AP cycle from
- Arrival
- Three-way match
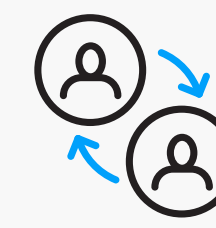- Exception handling
- Posting to SAP

Increased invoice processing efficiency

Enhanced cash management and forecasting

Nimble cross-trained AP employees

Improved vendor relationships and reduction in late fees incurred

The Challenges

- Late payment fees
- Lack of visibility
- Waning vendor relationships
- Cash flow forecasting
- Significant inefficiencies due to acquisitions
- Manual key-in of invoices into SAP and resulting inaccuracies
- Siloed employees
- Manual aging of invoices

The Outcomes

- Increased invoice processing efficiency
- Improved vendor relationships
- Enhanced cash management
- Reduction in late fees incurred
- Nimble, cross-trained AP department

Access full case study

CAPITA

INDUSTRY: **BPO Outsourcing**

LOCATION: Global

THE SOLUTION:

Tungsten
Process Director™

Tungsten
ReadSoft Invoices™

Cuts over 70% off the cost of Invoice Processing

"We've cut the cost of per-invoice processing to just over £2, down from £8 per invoice."

Processes Automated

- Classification, sorting, and distribution of incoming invoices
- Extraction, identification, and verification of invoice data
- Detection and verification of supplier and buyer identities
- VAT rate extraction and validation

£1 Million
cost savings per year

< 70%
Less processing costs per invoice

400,000
Invoices automatically processed per month

The Challenges

- Inadequate controls or visibility of AP processes
- Labor-intensive Purchase to Pay (P2P) processes
- Significant manual keying and re-keying of inbound paper-invoices to SAP
- Slow and error-prone processing
- Inefficient approval cycles and excessive queries

The Outcomes

- An electronic workflow for processing invoices in SAP
- Familiar SAP working environment when handling exceptions, coding and invoice approval
- Clear insight into invoice statuses
- SAP user license and training efficiencies
- Enhanced supplier relations due to on-time payment
- Reduced escalations

Access full case study
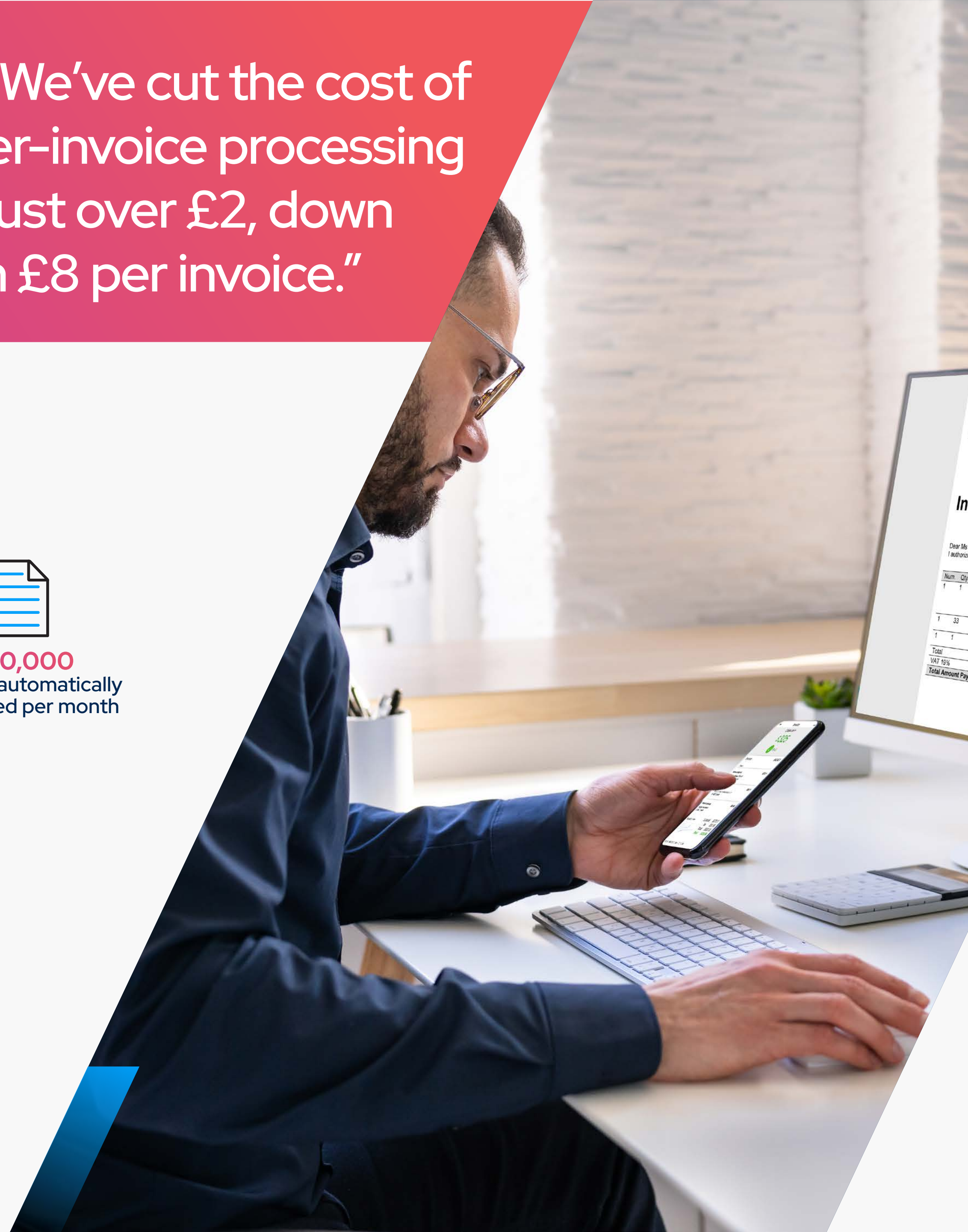
GRACE

INDUSTRY: Chemical Manufacturing

LOCATION: Global

THE SOLUTION:

Tungsten
Process Director™

Tungsten
ReadSoft Invoices™

Optimizing AP Processes to Reduce Costs and Achieve Best-In-Class Status

"Process Director is one of the best tools I've seen in the AP area—everything is seamlessly available in the cockpit, from invoice dates to approval details, enabling streamlined analytics. With one user ID, we're supporting nearly 100,000 users, making a significant impact on our operations."

Ashwini Metuku,
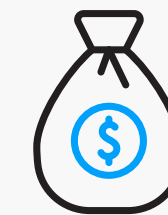Principal Solution Architect, Grace

Processes Automated

- Invoice processing including matching
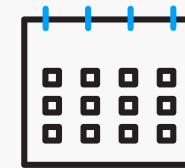
2-2½ days
Invoice cycle time
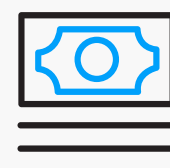
95 cents
Cost per invoice

$500,000
Annual savings

The Challenges

- High volume of invoices to be processed (avg. 20,000+/month)
- Replace a homegrown system
- Eliminate manual key-in
- Achieve greater integration with SAP
- Support the consolidation and optimization of AP processes worldwide
- Remove paper
- Enhance visibility

The Outcomes

- Automated invoice matching against purchase orders and master data
- Removal of manual data entry
- Tight integration with SAP
- Significant cost per invoice and invoice cycle time reductions
- Discount capture rate increased from 40% to 85%
- Complete stakeholder visibility
- Consolidation of AP into a single global shared services center

Access full case study

KBC

INDUSTRY: **Banking & Insurance**

LOCATION: **Europe**

THE SOLUTION:

Tungsten
Process Director™

Automated workflows
for streamlined invoice processing

"We can now follow every step in the process. Every workflow includes a history and, therefore, everything can be traced. Management wanted an overview of the entire AP process. That has been achieved!"

Bart De Backer
SAP Logistics & Finance Lead Analyst. KBC

Processes Automated

• Invoice processing
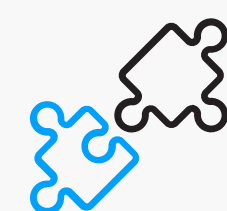
Full SAP Integration
transparency and compliance

Reduced costs
and carbon footprint

Enhanced Supplier Relations
Better payment terms and discounts

The Challenges

• Existing invoice processes had many shortcomings
• Suppliers need for digitization
• Reduce the company's carbon footprint
• Misplaced invoices
• Fraudulent activity
• Efficiency
• Transparency into invoice status
• Invoices arriving in different formats and languages

The Outcomes

• Integration with SAP
• Enhanced accuracy
• A digital archive aligned with legislation and regulations
• Transparency and quick identification of bottlenecks
• Enhanced supplier relations, better payment conditions and early-payment discounts
• Considerable savings on postal charges

Access full case study

TUNGSTEN
AUTOMATION