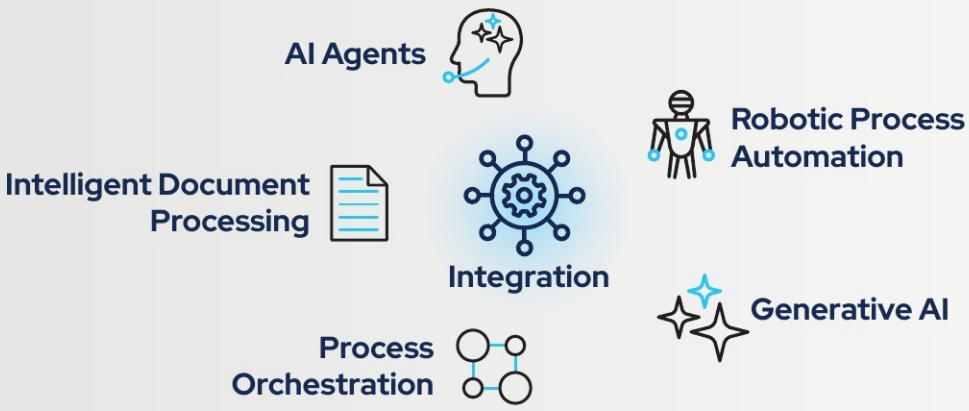
TUNGSTEN AUTOMATION

Onboarding

Onboard suppliers, customers and employees faster, with compliance checks built in



Customer onboarding cut from 30 days to **15 min**

Application completion rate lifted from 30% to **80%**

Suppliers enrolled in e-invoicing at one agency **26,000+**

Why

Every new supplier, customer or employee arrives with a stack of documents. Identity proofs, bank details, tax and insurance certificates and qualifications all need checking. Officers key the same data into several systems and chase whatever is missing, so a single registration can take weeks.

Those delays hit people on both sides. Suppliers wait longer for their first payment, and new starters sit idle while access is set up. Manual checks also leave gaps that fraudsters exploit, such as false bank details on a supplier form.

Tungsten Automation captures onboarding documents from any channel, including mobile devices. AI classifies each document and extracts the data, and automated checks validate it against registers and internal systems. Staff handle only the exceptions before clean records flow into the ERP, HR or case management system.

How

Société Générale Algérie needed a faster way to open accounts across its 100 branches. Several layers of regulatory checks stretched onboarding to at least 30 days, and customers visited a branch up to three times.

Working with partner CaptureDoc, the bank deployed Tungsten TotalAgility with Tungsten RPA and SignDoc. Staff scan documents in the branch, the platform reads both Latin and Arabic text, and each application moves through every validation gate automatically. Robots run the checks and signatures happen electronically. Customers now **leave the branch with a new account in 15 minutes**, and the bank finds it much easier to demonstrate compliance to its regulator.

Supplier and employee onboarding run on the same platform. The U.S. Department of Veterans Affairs Financial Services Center used Tungsten's supplier onboarding program to enrol **more than 26,000 suppliers** onto e-invoicing. Healthcare staffing firm AMN Healthcare uses Tungsten RPA and TotalAgility to verify clinicians' qualifications, getting new staff into work sooner.

Learn More

Join the thousands of agencies transforming their processes with Tungsten Automation.

Visit TungstenAutomation.com to request a demo.

View more at our Australian government website