



*Improves turnaround
time with high accuracy*

*One of the World's Leading
Retail Franchise Operators*
**Automates Invoice Processing
with Newgen**

About the Customer

The customer is a multinational retail franchise operator headquartered in Kuwait. It operates in various sectors, including fashion, food, health, beauty, pharmacy, home furnishing, and leisure and entertainment. The company's portfolio extends across the Middle East, North Africa, Turkey, and Europe, encompassing thousands of stores, cafes, restaurants, and leisure destinations, as well as a growing digital business.

Challenges Encountered

With a wide operational footprint, the **company processes over 200,000 invoices annually**. This created significant operational challenges, prompting the customer to seek a solution to streamline its accounts payable process. The primary challenges identified were:



Errors in data:

Manual extraction of data from invoices was time consuming and error prone. Also, it was challenging for the customer to identify discrepancies in invoice amounts manually

Delayed payments:

The errors in data had to be corrected manually before it entered the Oracle database, further delaying payments

Lack of visibility:

Invoices not processed within the designated timeframe were difficult to track, contributing to delays and bottlenecks

Manual approval complexity:

The approval hierarchy was cumbersome and error prone, and invoices were often processed with the incorrect amount

Duplicate payments:

Erroneous payments occurred due to duplicate documentation, leading to financial discrepancies and increased administrative costs



Regular Industry Approach

Businesses often rely on basic automation software or OCR tools for invoice management. These methods, however, lack scalability and are prone to errors. Larger enterprises that use ERP systems can struggle with data extraction and integration challenges without specialized tools. A comprehensive solution can not only automate invoice processing but also continue to scale to process thousands of invoices seamlessly from one centralized location.

How Newgen Addressed the Customer's Pain Points

The customer implemented Newgen's robust suite of solutions, including **iBPS** for Intelligent Process Automation (BPM). Newgen also provided the Contextual Content Services (ECM) platform, encompassing **OmniXtract** (extraction engine), **OmniDocs** (document management), and **OmniScan** (centralized bulk scanning). Together, these low-code-based solutions automated the customer's accounts payable process.

Solution Highlights:

Automated Data Capture:

OmniXtract leverages AI/ML capabilities and provides pre-built industry-specific models to extract invoice data. The intelligent extraction engine automated data capture from invoices in various formats including PDF, TIFF, Word, Excel, RTF, etc.

Quick Document Upload:

Invoices were efficiently uploaded into the system through OmniScan, or via Secure File Transfer Protocol (SFTP), streamlining the document intake process

Workflow Automation:

Scanned documents were introduced into the automated workflow. OmniXtract performed pre-processing to extract key-value pairs, and the extracted data was sent back to iBPS for further processing

System Integration:

The solution seamlessly integrated with the Oracle ERP and the customer's inventory management systems, automating the approval and reconciliation processes

Workflow Configuration:

Offered a user-friendly interface for easy configuration, facilitating quick adaptation and ensuring agility and responsiveness

Invoice Tracking:

The deployment allowed the customer to track the point where an invoice was delayed in the process

Business Benefits Achieved

- **Improved Accuracy:** The customer achieved a high level of accuracy while extracting data through OmniXtract
- **Faster Turnaround Time:** Centralized document management led to a significant reduction in invoice processing time
- **Centralized Scanning:** The movement of physical invoices was minimized with centralized and distributed scanning
- **Global Mobile Approval:** The mobile-enabled workflows allowed the senior management to approve invoices anytime-anywhere
- **Offshore Processing:** Invoices from multiple countries were processed by a centralized team in India, reducing costs and enhancing efficiency

Conclusion

Newgen's automation solutions helped the customer attain operational excellence, setting a foundation for future scalability and efficiency in their accounts payable process.

About Newgen

Newgen is the leading provider of AI enabled unified digital transformation platform with native process automation, content services, and communication management capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries. Newgen unlocks simple with speed and agility.

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