

Orchestrating Intelligent Invoice Processing for a Leading Leisure & Hospitality Provider



Customer Overview

Established in 1996, our customer is a prominent player in the leisure hospitality sector. While headquartered in India, the company has significant presence across Europe and Southeast Asia, operating as the sixth largest vacation ownership company globally. Currently having 100+ resorts, the company plans to scale up to 10,000+ keys by 2030.

What Triggered Change

Even as robust expansion was underway, complex and fragmented invoice processing operations caused bottlenecks. The company partnered with Newgen to leverage its intelligent orchestration platform to streamline complex financial processes.

The key challenges faced were:



High Manual Effort:

Manual data entry and email-based approvals led to errors and increased administrative workload



Fragmented Workflows:

Lack of a unified and streamlined process for invoice handling across branches, corporate, and resort offices resulted in operational gaps



Decentralized Storage:

Vendor invoices were stored in shared folders, making access or tracking difficult

Newgen's Scalable Accounts Payable Solution

To address these challenges and support scalability, Newgen implemented its **Accounts Payable and Document Management** solutions, built on an intelligent orchestration platform. The solutions are integrated with SAP ERP for image enablement and supported by the vendor portal for corporate, branch, and resort offices.

Implementation Impact

Between January and May 2026, the company achieved the following milestones:



51 resorts

with a modernized
Accounts Payable
System



50,600+

transactions
initiated



44,964

transactions
posted in SAP
ERP

Project Highlights

● SAP Integration

The platform enabled seamless integration with the SAP ecosystem, automated invoice posting, credit/debit note generation, and real-time data synchronization.

● Digital Invoice Submission

A dedicated portal enabled vendors to submit invoices digitally and eliminated paper-based processes.

● Centralized Repository

A unified content platform securely stored invoices, with seamless access through SAP for audits and tracking.

● Automated Helpdesk

A centralized helpdesk streamlined communication between vendors and internal teams for faster query resolution.

● Real-time Reporting

The dashboard provided visibility into invoice status, bottlenecks, and performance metrics.

Key Benefits



Faster Invoice Processing:

End-to-end automation significantly reduced turnaround time for invoice processing and vendor payment across corporate, branch, and resort offices.



SLA Adherence:

Defined SLAs and reduced manual dependency ensured consistent, predictable processing timelines.



Automated Approvals:

System-driven workflows, based on delegation of authority, replaced manual approvals, improving speed, standardization, and traceability.



Standardized Processes:

A centralized digital Accounts Payable platform led to standardization of operations across 51 locations.

Conclusion

By partnering with Newgen, the company successfully transformed its invoice processing operations and modernized document management with built-in intelligence. The unified solutions delivered enhanced speed, accuracy, and transparency, driving operational efficiency and improving vendor satisfaction. With stronger compliance and advanced reporting capabilities, the company is now equipped with a robust invoice processing system and is poised for faster growth.

About Newgen

Newgen Software Orchestrates Intelligent Enterprises at scale. The NewgenONE Platform unifies content, processes, and communications into an orchestration layer where intelligence is embedded into how enterprises operate, with trust, governance, and control built in. Enterprises move beyond fragmented initiatives to continuously adaptive, production-ready operations. Decisions, workflows, and experiences evolve in real time, shaped by context, data, and embedded AI. Trusted by leading organizations worldwide, Newgen defines how modern enterprises operate, intelligently and at scale.

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