

# Saudi Arabian Conglomerate Automates Invoice Processing with Newgen

*Reduces invoice processing time by 32%*

## Overview

The client is a leading petrochemical and industrial company, having affiliates in Saudi Arabia and Abu Dhabi. Founded in 1985, the company has more than 8,000 employees.

The company wanted to invest in an invoice processing automation solution that could streamline the end-to-end process and enable effective vendor management for their global business.

## Challenges Faced by the Client

- Low visibility and lack of tracking capabilities
- Complexity in application of business rules
- Inefficient exception handling
- Slow approval process
- Error-prone keying of invoice details

## Streamlined Invoice Management with Newgen

The client implemented Newgen's invoice management system, part of the NewgenONE Digital Transformation Platform. The solution streamlined the inflow of invoices received from various sources such as email, paper, fax, and others. The rule-based engine enabled intelligent invoice routing, resulting in faster and accurate processing of invoices. With intelligent extraction capabilities, the system enabled the customer to automatically detect and extract fields from invoices such as invoice number, purchase order number, invoice date, and others.

## Products Implemented

- **Newgen iBPS Low Code Process Automation Platform (BPM)**
- **Newgen OmniDocs and OmniScan, part of the Contextual Content Services Platform (ECM)**
- **Business Rule Management System**
- **Master Data Management**

## Implementation Highlights

- **32% reduction** in overall turnaround time
- **25% increase** in touchless straight-through processing
- Improved SLA monitoring and adherence
- **0.14 minutes-fastest** touchless processing time
- Instant tracking via the vendor portal
- **70% reduction** in duplicate invoices
- **35% reduction** in exceptions
- **25% improvement** in on-time processing
- **140,000+ invoices** processed
- End-to-end visibility and traceability of invoices
- **3,000+ active** vendors
- Solution implemented **across four locations**

## Solution Highlights

- Fetch invoices through e-mail and facilitate online access to vendor portal
- Validate data through de-dupe check, flexible multiway match, and others
- Create service entry sheet to manage exceptions
- Allow real-time integration with SAP for fetching purchase orders, posting, and receiving payment updates
- Leverage master data management for approval matrix and other validations
- Get instant notifications
- Facilitate auto-validation and intuitive background refresh
- Generate comprehensive reports and dashboards for real-time monitoring of SLAs
- Enable SLA color coding to identify aging invoices

## About Newgen

Newgen is the leading provider of a 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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