



Enhancing Client Value Through AP Automation: A Strategic Partnership



Company Background

A leading provider of document management and workflow automation solutions specializes in helping organizations streamline business processes through intelligent information management. The company has served over 500 enterprise clients in multiple industries, and grown to staff over 250 employees by providing high-quality automation services.

The Challenge

The document management provider recognized a few consistent pain points that many of their clients shared:

High Volume of Transactions

Several clients struggled to manage the high number of transactions they dealt with every month. Documenting these transactions manually took 7-10 days on average, which created significant backlogs and ate up precious staff time and effort.

Inconsistent Data Accuracy

Human error during manual data entry processes led to a 15% average error rate. These inaccuracies led to spending even more time and effort to correct misinputs to avoid duplicate payments and over/underpayments.

Workflow Bottlenecks

Clients' AP processes involved multiple approval steps and departmental handoffs, creating delays at critical stages. This made the payment approval process take 5 days on average, needlessly delaying AP management.

Lack of Integration

Clients' existing document management systems didn't provide AP-specific automation or support, so many clients' AP processes remained disconnected from their document management platform.

The Solution

The provider partnered with ITD to develop a comprehensive AP automation solution to add to their existing document management platform. This strategic partnership allowed them to:

Step 1: Analysis and Planning

The development process began with a detailed analysis of client needs:

- Conducted comprehensive workflow mapping of their clients' current AP processes
- Developed a customizable AP automation template for their clients
- Created integration pathways between their document management platform and ITD's software solutions

Step 2: System Integration & Workflow Optimization

The next step was integrating iTech's planned solutions with the company's existing platform:

- Integrated ITD's AP solution with the document management provider's platform
- Enabled automated invoice capture and intelligent data extraction using iTech's advanced machine learning-paired OCR
- Built standardized approval workflows that clients could customize to their organizational structure
- Established automated three-way matching between invoices, purchase orders, and receiving documents

Step 3: Staff Collaboration & Operational Support

The solution included both technology and specialized operational support:

- Established weekly accuracy audits and quality assurance protocols
- Created customized KPI dashboards with clear, real-time visibility into AP metrics
- Implemented quarterly business reviews with clients to identify additional automation opportunities

Step 4: Continuous Monitoring & Adaptation

The partnership included metric tracking for ongoing service auditing and improvement:

- Established weekly accuracy audits and quality assurance protocols
- Created customized KPI dashboards with clear, real-time visibility into AP metrics
- Implemented quarterly business reviews with clients to identify additional automation opportunities

Data Security and Privacy Measures

Given the sensitive financial information being processed, we also implemented the following data security procedures:

- End-to-end encryption for all financial data
- Secure authentication protocols to access the platform
- Comprehensive audit trails for all transactions
- Compliance protocols for financial data regulations
- Frequent security assessments to identify potential vulnerabilities



Results & Client Impact

The implementation of the joint AP solution delivered transformative results for the document management provider's clients:

Expanded Service Portfolio

Successfully **added high-value AP automation** to their solution offerings

Increased Revenue

Generated 22% revenue growth through the new service line

Enhanced Client Retention

Improved client satisfaction and **reduced churn by 15%**.

80% Reduction in Manual AP

Client finance teams reduced the time dedicated to transaction processing **from 65% to just 15%**, and month-end close process were accelerated by an average of 3 business days.

40% Faster Payment

Average time to process invoices **reduced from 7-10 days to less than 3 days**, exception handling time decreased by 65%, and automated matching increased initial hit rate from 60% to 90%.

Significant Improvement in Financial Control

Early payment discount capture **increased by 30%**. Payment accuracy improved to 99.5%. Cash flow forecasting accuracy improved by 25% through better visibility into payment obligations.



Bottom Line

By partnering with ITD to extend their service offerings into AP automation, this company transformed from a document management vendor into a comprehensive business process automation partner. This increased revenue, improved client relationships, and positioned them more competitively within their market.

The success of this partnership demonstrates how iTech's expertise in business process automation can complement existing software and service offerings to create compelling value propositions that deliver significant improvements in accuracy, efficiency, and overall financial performance.

