& Supervity

IBM PARTNERS WITH SUPERVITY TO OPTIMIZE FINANCIAL SHARED SERVICES FOR DAIKIN

Processes Automated:

- **ACCOUNTS PAYABLE**
- **RECORD TO REPORT**
- **CASH MANAGEMENT**
- **MONTH END CLOSE**

ABOUT

The client is a multinational air conditioning manufacturing company headquartered in Japan. The accounts payable function at the company is managed by multiple shared service centers based in India, Malaysia, Australia, Singapore supporting various financial operations processes. These SSCs process approximately 1,000,000 invoices per year.

92%
Elimination of manual data entry

75%
Straight through processing

100%
Accuracy & zero data entry errors

88%
Reduction in Cycle Times

CHALLENGE

There was a **lack of standardization** across processes and applications which resulted in silos, hampering the overall operational efficiency. Unified roles and the absence of well-defined centralized processes created complexities. Further, the users faced **challenges in managing exceptions** and there was **poor collaboration** across business stakeholders due to the vast scale of operations across geographies.

Furthermore, the invoices were **paper-based**, which required a lot of physical movement across departments. This resulted in low control over the invoices, **delayed payments** and higher penalties. Therefore, the client realized the need to digitize invoices and enable paperless processing by minimizing human intervention and eliminating error-prone tasks.

> *We have been able to simplify our process and remove most manual steps, notably in relation to posting invoices in SAP. With Supervity's Document Approval functionality we have replaced a lot of emails going back and forth within the organization. But most importantly, we now have much better transparency and internal control of these processes*

SOLUTION

Supervity worked proactively with IBM in order to implement IA Agents for the AP process. Now, the invoices received at any location are captured and their scanned images are sent to a common mail room. Relevant data and information from invoices are **extracted**, **indexed**, and **validated** automatically with a provision for **human approval**. Streamlined processes and smarter decision-making have enabled smooth collaboration amongst users.

Supervity allows for a flexible setup of **business rules** and tolerance levels to enable **automatic matching** of invoices against **purchase orders and goods receipts**. Configurations can be setup on group, company or supplier level to perfectly meet the specific needs of the customer.

JOURNEY

The shared services team at Daikin worked actively with IBM and Supervity to deploy AI agents for straight-through invoice processing, especially for the companies of the group with a high degree of complex PO invoices.

And the hard work paid off. At the go-live, they achieved 39% straight-through processing, and after only 2 months the ratio was raised to an impressive 75%.

The new system has empowered the previously over-burdened team to focus on addressing pressing issues by freeing up their time from time-consuming work of data entry and processing invoices. This has also resulted in superior quality of work with 100% accuracy and business rule execution leading to improved supplier satisfaction due to timely payments.
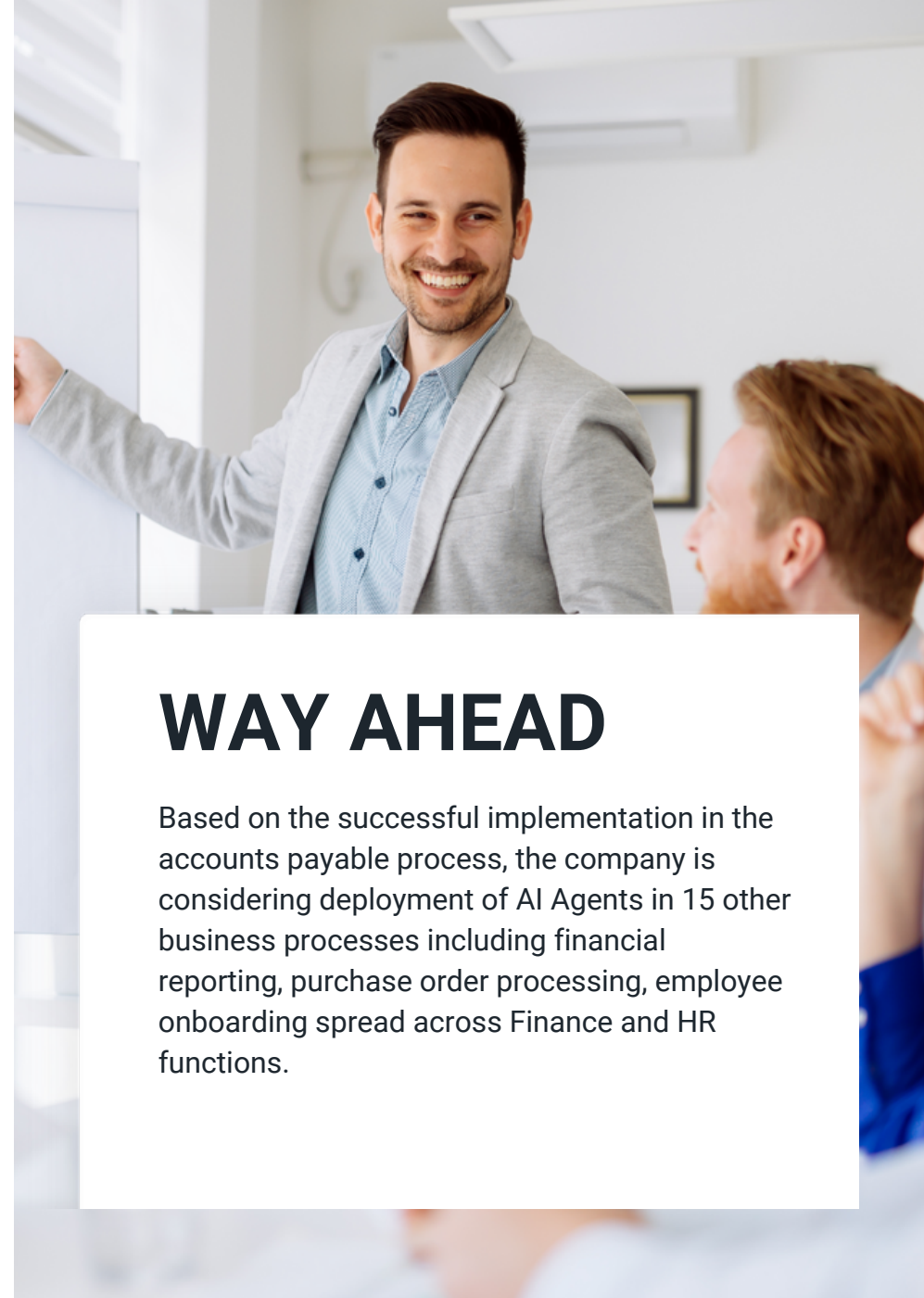
WAY AHEAD

Based on the successful implementation in the accounts payable process, the company is considering deployment of AI Agents in 15 other business processes including financial reporting, purchase order processing, employee onboarding spread across Finance and HR functions.

Supervity

WE DID THIS FOR THEM.
WE CAN DO IT FOR YOU

**To know more about Supervity
please visit www.supervity.ai**

info@supervity.ai
EMAIL

www.supervity.ai
WEB