staple

CASE STUDY: STAPLE SUPPORTS GLOBAL FMCG COMPANY'S MULTINATIONAL INVOICE AND AP PROCESSING WORKFLOWS

GLOBAL FMCG AND BEVERAGE DISTRIBUTOR

The customer is a brand within the world's leading luxury products and lifestyle group.

The group boasts a network of more than 5,600 stores worldwide. The Asia region contributes more than 30% of global revenue and accounts for 33% of the number of stores globally.

The customer itself distributes a range of beverage brands on a global basis, and as a household name, has market penetration into every continent. The customer has operations in Singapore, Taiwan, Korea and Vietnam (collectively, its "APAC" unit), and its core business is distributing and selling wines and spirits in those countries.

INDUSTRY	LOCATION	SIZE	DOCUMENT TYPES
Consumer Goods and Retail	APAC	195,000+ employees US$80bn+ revenues	Invoices, purchase orders, accounts payable documentation

The challenge

The customer's APAC unit was seeking ways to improve its invoice processing operations. The existing process was manual and time consuming, with paper invoice volumes rising every year. Historically, these processing tasks were performed manually due to:

- **Varied, non-standardised nature of the document types** across the customer's operations,

- The **infinite range of invoice formats** that back office finance teams had to deal with, compounded by the **different local languages** (including Chinese, Korean, Thai and Vietnamese) handled by the APAC unit, and

- The absence of a flexible and sufficiently accurate data capture solution.

The customer required an automated solution to reduce employee time spent on invoice and accounts payable (AP) processing, decrease error rates and access real-time financial and operational data.

The customer also preferred solutions that could readily integrate with its existing expense management tool, SAP Concur.

SAP Concur ⊡

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Staple is one of the few OCR solutions that is able to handle handwriting recognition and with quite high accuracy as well. It is able to recognize rubber stamps which still exist in most APAC companies. Its ability to recognise many languages at minimal cost is a no brainer.

Our company is using another OCR tool which struggles to recognize "dot-matrix" documents, however, it worked perfectly with Staple at almost 100% accuracy.

Last but not least, Staple's ability to output to various formats, especially direct mapping to SAP Concur is captivating as it can recognize languages not supported by Concur.

Staple went above and beyond to satisfy our requests. They deployed a new feature to meet our go-live and I appreciate their effort. I would highly recommend Staple as a vendor to work with if you have OCR needs.

Roy Y.
REGIONAL IT MANAGER

Staple impacts

200+
EMPLOYEE HOURS SAVED PER MONTH

1,000+
VENDOR DOCUMENT TEMPLATES NO LONGER NEEDED DUE TO STAPLE

>99.6%
DATA EXTRACTION ACCURACY ACHIEVED, AT FIELD LEVEL

5
COUNTRIES SUPPORTED

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GET IN TOUCH WITH US AT **HELLO@STAPLE.IO** OR AT **WWW.STAPLE.IO** TO SCHEDULE A DEMO ON HOW WE CAN HELP WITH YOUR SPECIFIC USE CASE

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The solution

The customer partnered with Staple, a leading document processing solution provider, to implement intelligent document processing AI for the documents in Korea, Taiwan, Thailand and Vietnam in different local languages. The solution integrates directly with SAP Concur, such that: documents and files are imported directly into Staple regardless of layout, filetype or language; then data points are captured, extracted and exported to Concur instantly.

This workflow automation reduces the time spent on processing documents, and reduces error rate in data. It also provides constant real time data on financial and operational activity. Staple's solution also offered the following capabilities as standard:

- Touchless "straight-through" processing for the majority of documents
- Templateless machine learning, requiring no maintenance or retraining
- A flexible, user friendly interface for human operators to handle exceptions
- Detailed analytics offering insights on accuracy, volume, time spent, user activity and performance

The results

Staple's solution has significantly improved the customer's invoice and AP management process, by reducing manual processing times, improving accuracy, increasing efficiency and generating real-time data to facilitate decision making.

The solution has also helped the company scale up more rapidly without any additional FTE spend, become more agile and responsive to market needs and customer demands. It has also improved the customer experience, as invoices are now available in real time and customers can access them from anywhere.

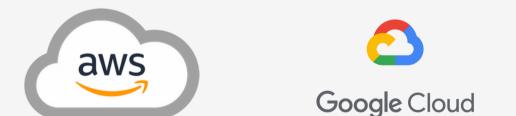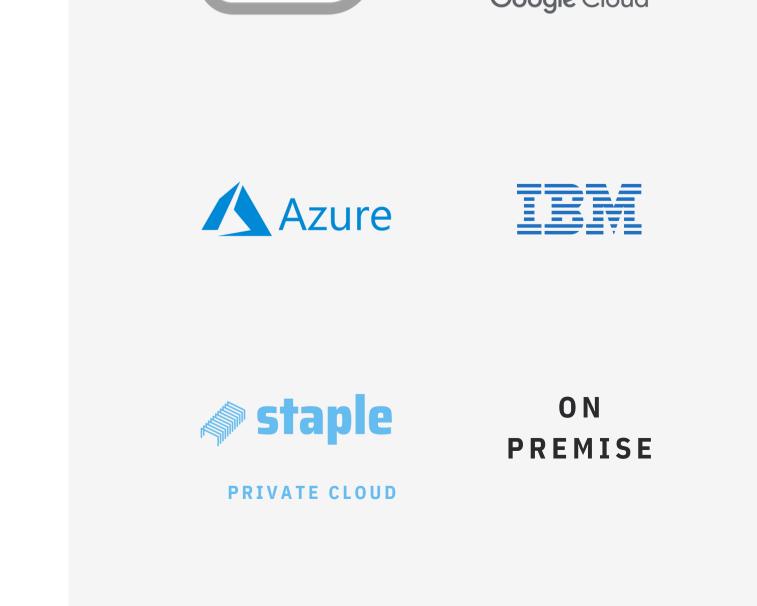| Before Staple	With Staple
Manual processing and matching of data across thousands of different styles	Automatic capture and processing of non-structured documents with Staple
Manual validation of data relies on human judgment and attention	Staple's AI validates data with intelligent AI and rules in real-time
Users had to manually compare, match and reconcile line items on documents, including notices and statements	Staple instantly reconciles quantities, values and descriptions of line items
Slow, tedious processing of documents was bottlenecked by human processing speeds	Batches of documents are processed rapidly, with powerful capability to process thousands of documents per hour

Staple performance

3-6 SECONDS

AVERAGE PROCESSING TIME PER DOCUMENT

99. 99999%

UPTIME ACHIEVED IN PRODUCTION

AICPA SOC aicpa.org/soc4so

SOC2 TYPE 1 & TYPE 2 CERTIFIED SOLUTION

SAP Concur

DIRECT MULTILANGUAGE INTEGRATION WITH SAP CONCUR

Available Deployment Options

aws

Google Cloud

Azure

IBM

staple PRIVATE CLOUD

ON PREMISE