

**ADVANCED
QUERY
HANDLING
PROJECT TRINITY**

SOLUTION OVERVIEW

The ITP Department, which processes 1,400,000 invoices and over 155,000 payments annually, faced challenges in managing the final manual query handling process. This process, accounting for 20% of the workload, consumed 47,000 hours annually, affecting SLAs. To address these issues, Project Trinity was initiated, featuring three key automation solutions:

Heidi, Elsa, and L.I.S.A.

KEY HIGHLIGHTS

•Heidi:

- Automates payment advice routing for major banks.
- Identifies payment requesters, extracts data, and emails PAs.
- Reduces manual processing time from 8 minutes per query.

•Elsa:

- Automates reconciliation of Vendor Outstanding Statements (VOS).
- Downloads reports, reconciles statements, and delivers results within an hour.
- Cuts reconciliation time from 30 minutes per VOS.

•L.I.S.A:

- A chatbot solution handling FAQs regarding invoices.
- Addresses 80% of queries, saving time and resources.
- Reduces query resolution time from minutes to seconds.

SCALABILITY & COMPATIBILITY

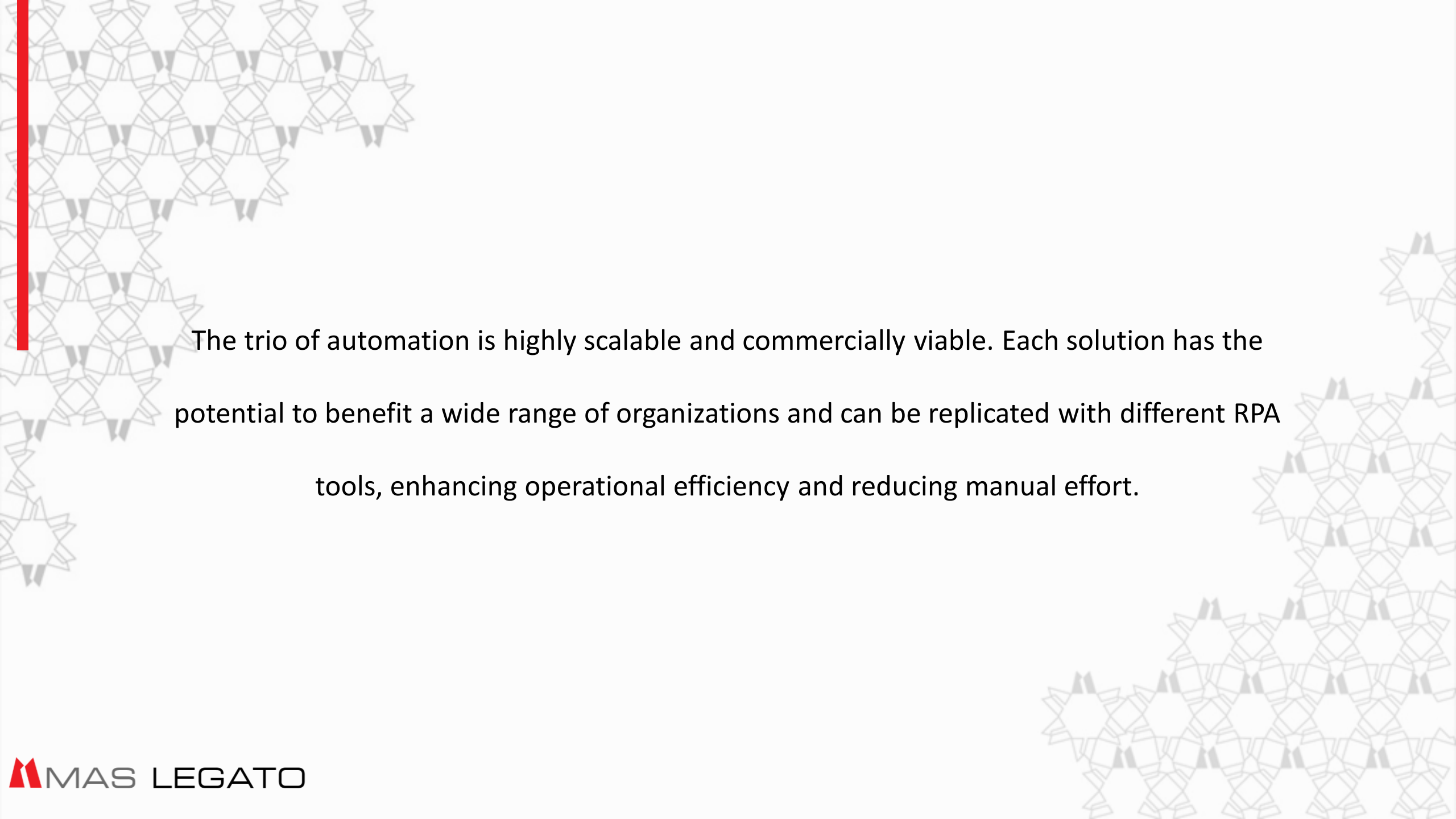
- Heidi: Scalable for organizations receiving Payment Remittance Advices in vector PDF format.
- Elsa: Suitable for organizations using SAP as their ERP system and adaptable to various RPA tools.
- L.I.S.A: Available for Microsoft 365 users, can be deployed to MS Teams, and integrates with SAP through UiPath Unattended Robot.

IMPACT & BENEFITS

- Combined savings of 23 FTEs and 47,000 hours per annum through all three automations.
- Heidi automated payment advice routing, saving 1 FTE.
- Elsa automated VOS reconciliation, saving 12 FTEs and \$86,400 annually.
- L.I.S.A automated query handling, saving 10 FTEs and \$72,000 annually.

JOURNEY OF CONTINUOUS IMPROVEMENT

In our journey of continuous improvement, we employed several strategies to enhance our automation solutions. We adopted a divide-and-conquer approach to tackle large projects, breaking them into more manageable sub-processes. This allowed us to address complex challenges systematically. Additionally, we aligned external stakeholders to standardize statement formats and processes, ensuring smoother collaboration and data consistency. The introduction of project phases, exemplified by Elsa's phase I, enabled us to roll out incremental improvements and iterate on our solutions for better outcomes. We harnessed the power of RPA technologies to integrate different platforms, enhancing our automation capabilities and streamlining data flows.



The trio of automation is highly scalable and commercially viable. Each solution has the potential to benefit a wide range of organizations and can be replicated with different RPA tools, enhancing operational efficiency and reducing manual effort.