

# IS TECHNOLOGY THE FINAL SOLUTION?

An honest review of technology in purchase-to-pay.



**OSCAR REITSMA**  
Global Business Operations



**Transparent**

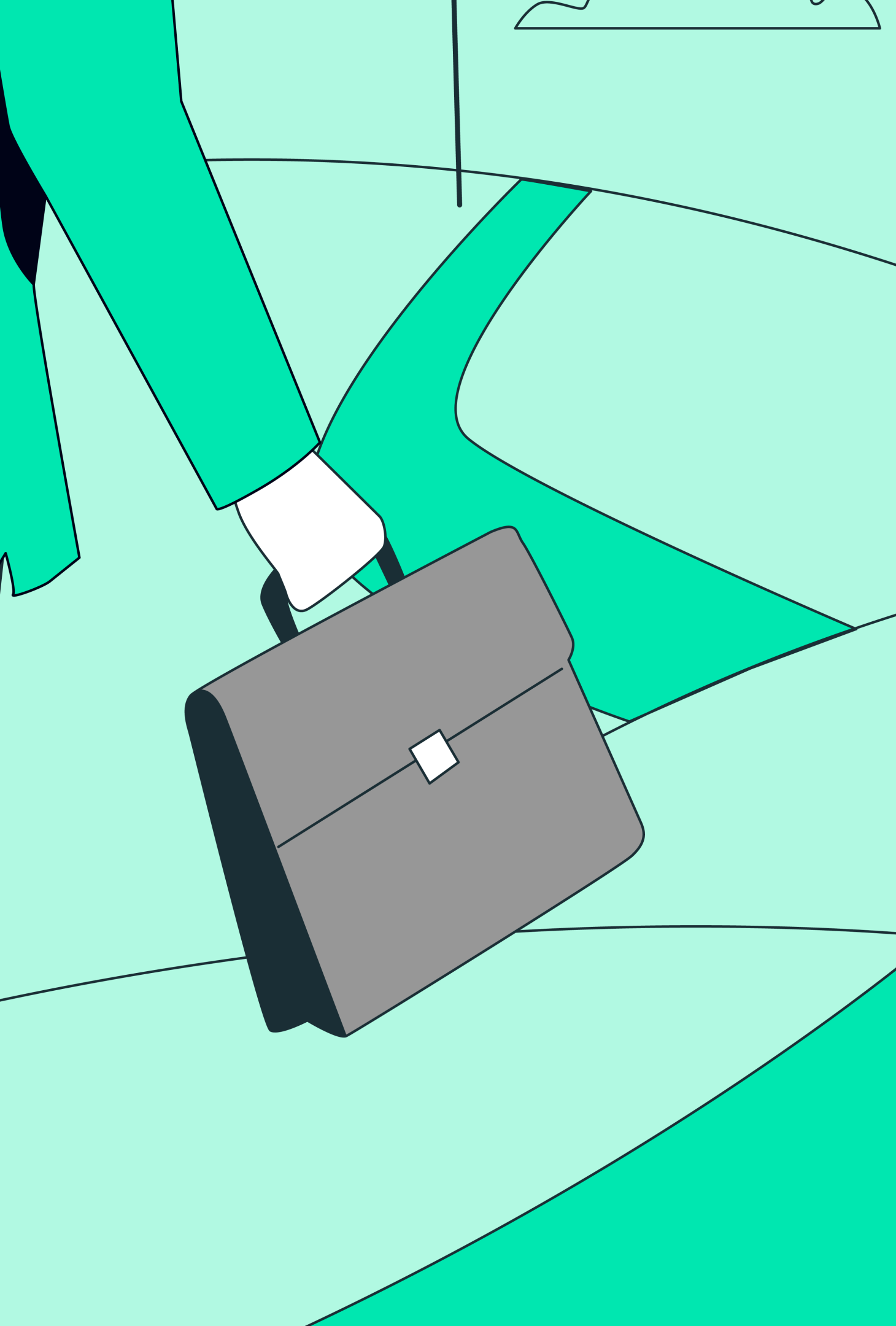
# WHY

Reduce costs  
Centralize  
Standardize  
Automate

# HOW

Lift & Shift  
Continuous improvement





Legacy systems

Manual processes

Start of digitalization

Paperwork

No end-to-end process

**AI**

**MACHINE  
LEARNING**

**PROCESS  
MINING**

**OCR**

**ROBOTICS**

**AUTOMATION**

**TOUCHLESS  
INVOICE  
PROCESSING**

**CHATBOTS**

Start with the

# WHY





**MATT**  
SSC Director



**ROBERTA**  
Procurement Director



**DIANA**  
AP Manager



**THOM**  
CFO

How can we increase productivity and reduce costs?



**THOM**  
CFO

Let's automate!!!



**MATT**  
SSC Director

We should automate.

Okay, but only if it saves work rather than creating more.



**MATT**  
SSC Director



**DIANA**  
AP Manager



### Opportunities

- ✓ Scalability
- ✓ Saved cost
- ✓ Streamlined workflows
- ✓ Better productivity

### Risks

- ✗ "Black box"
- ✗ Dependency on technology
- ✗ Integration issues
- ✗ Maintenance costs



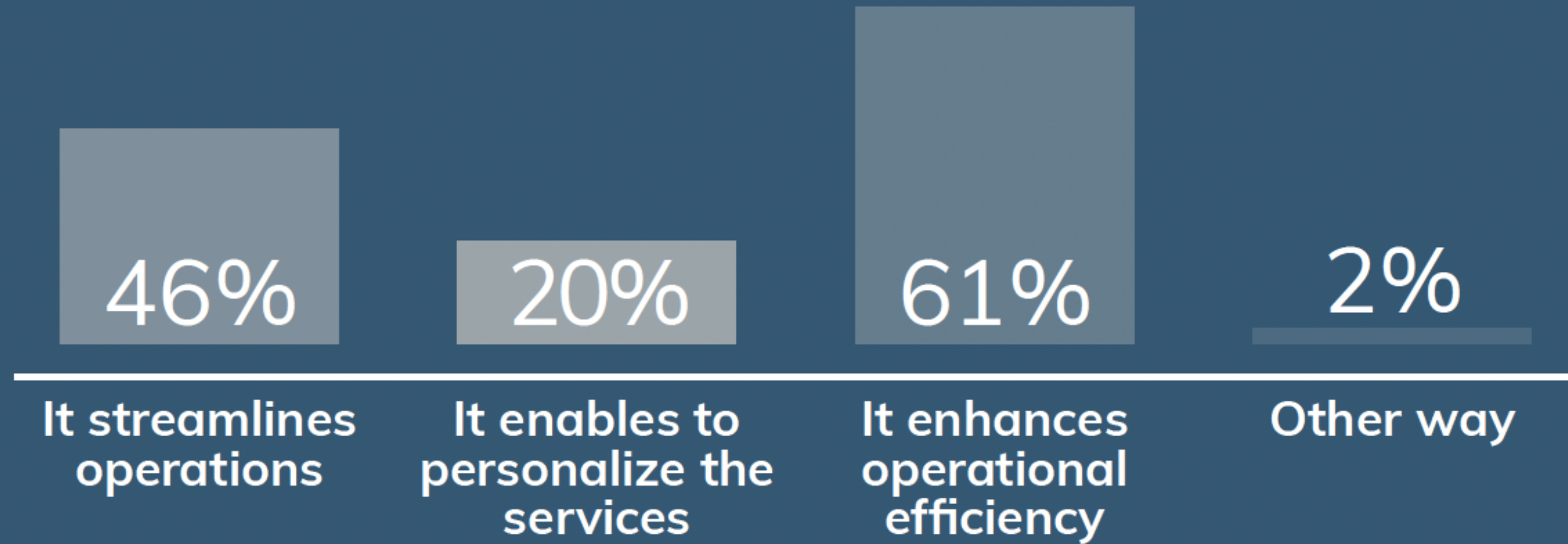
**DIANA**  
AP Manager



The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency. **The second is that automation applied to an inefficient operation will magnify the inefficiency.**

**BILL GATES**

# How does AI/RPA implementation influence business centers' operations (cumulative)?

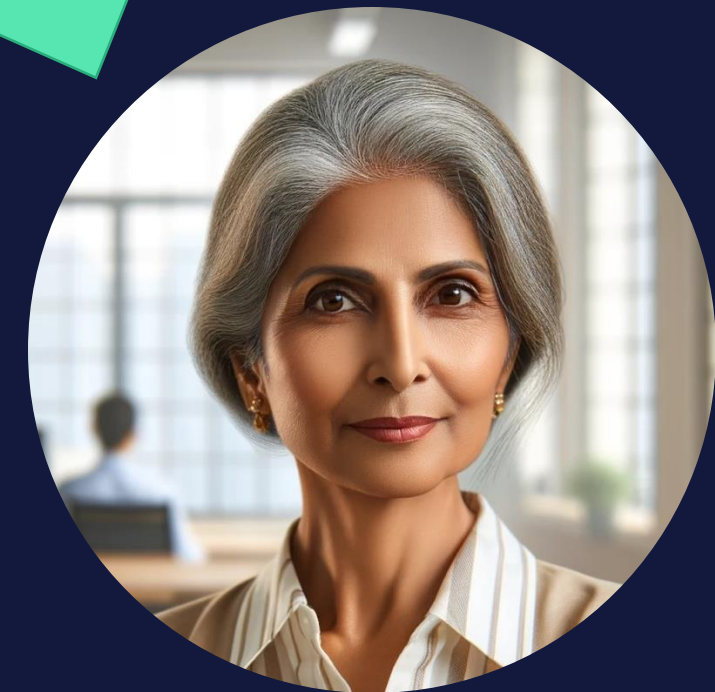


Let's examine the process improvement from end to end.



**THOM**  
CFO

Okay, but I can only influence my own part.



**ROBERTA**  
Procurement Director

Let's implement  
process mining.

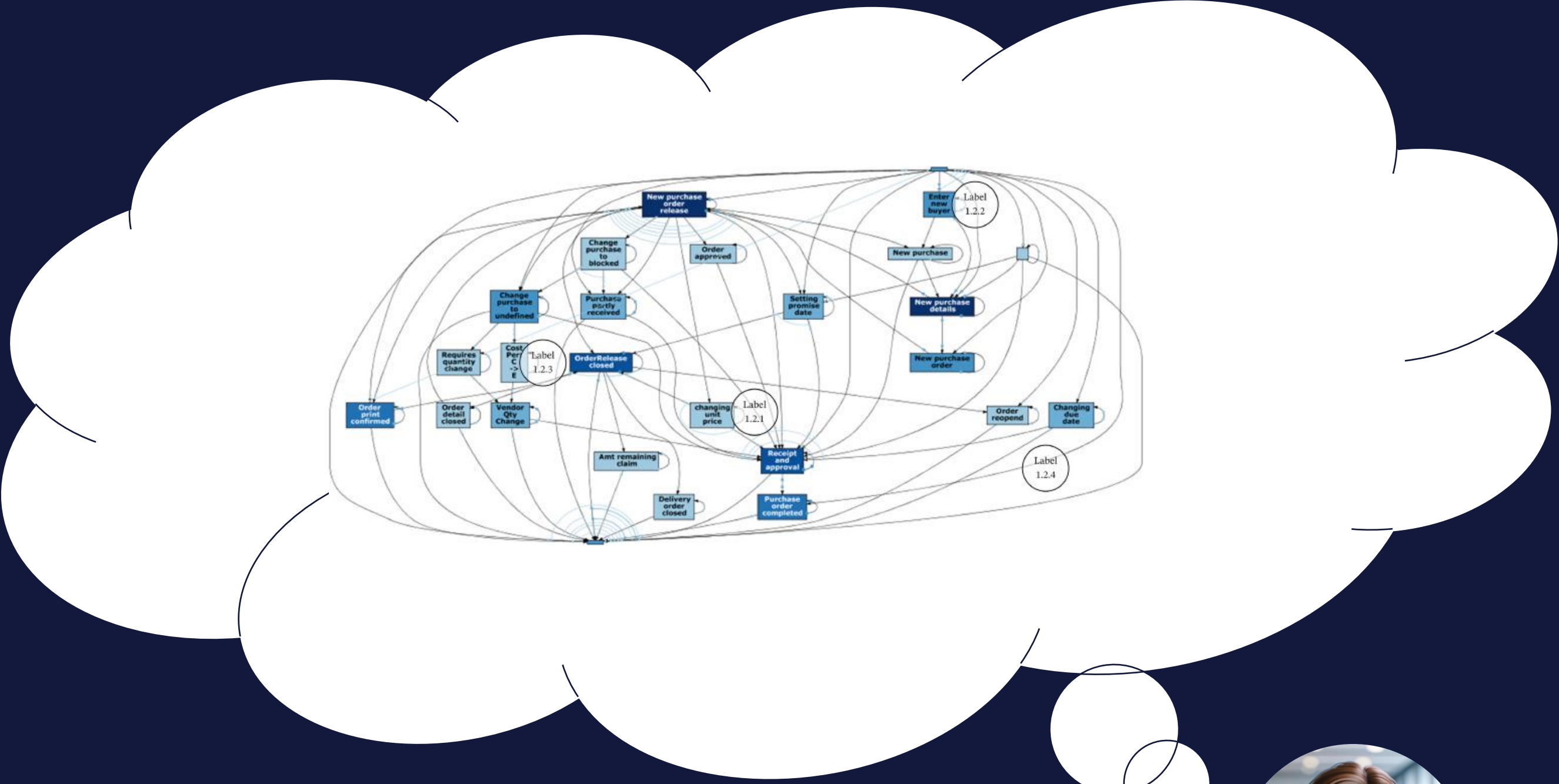
Let's try.



**MATT**  
SSC Director

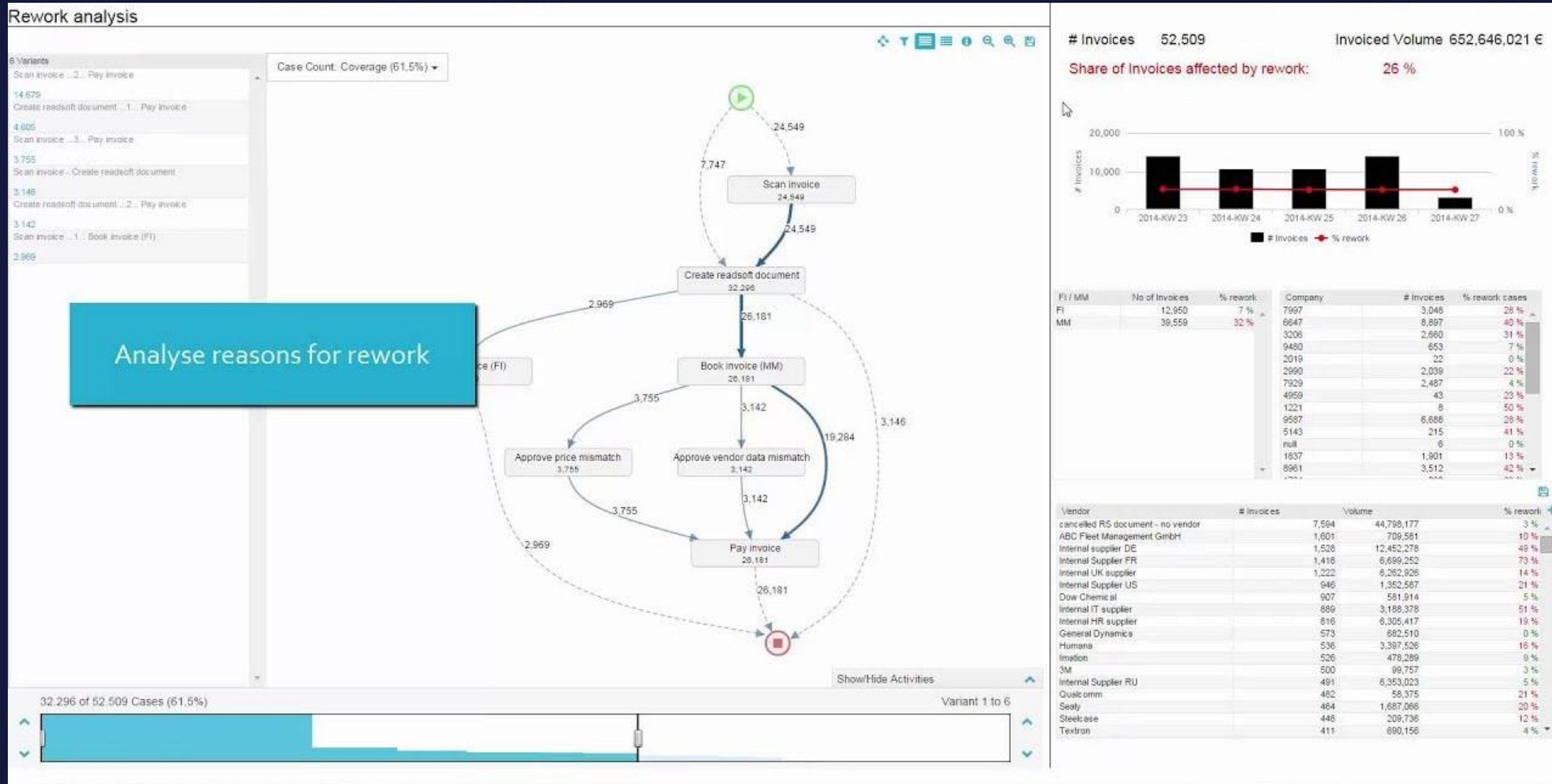


**DIANA**  
AP Manager



**DIANA**  
AP Manager

# PROCESS ANALYSIS



60%

of POs are created after the invoicing date





## Process Mining

✓ Enhanced insights

✓ Good for qualitative research

✓ Performance analysis

✓ Removes duplicate steps

✓ Helps to stick to the process

✗ Limited to your data

✗ Resource intensive

✗ Can be complex

✗ Loads of expertise needed



**DIANA**  
AP Manager

We've invested a lot in technology, but we still have too many people.

Yes, but we have made the process better.



**THOM**  
CFO



**MATT**  
SSC Director

Let's automate the statements reconciliation.



**MATT**  
SSC Director

What about the issues we're having with vendors?



**DIANA**  
AP Manager

### Data assessment checklist

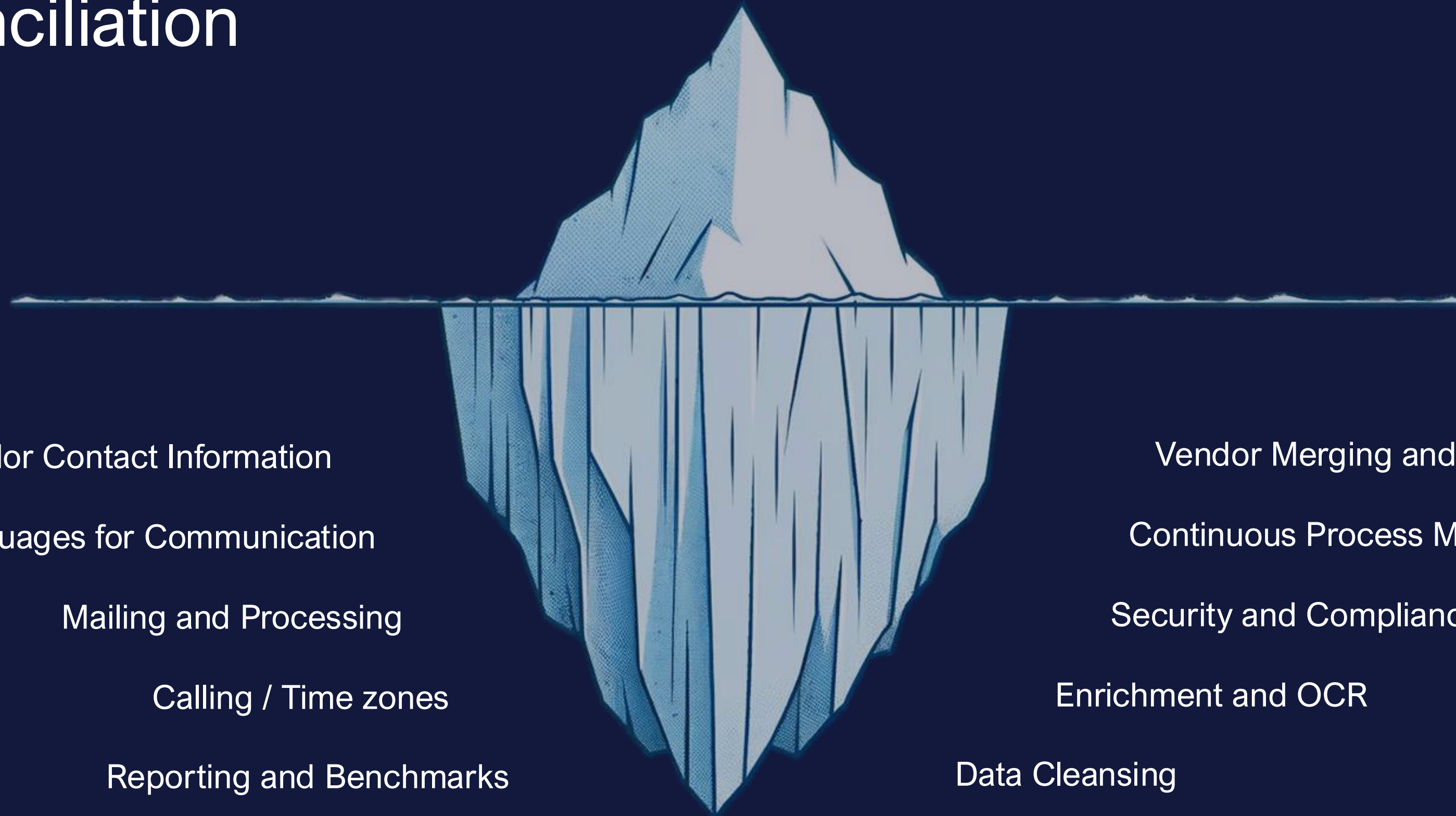
- Data Availability
- Volume Check
- Ground Truth Access
- Format Specification
- Location Verification
- Access Clarity
- Field Importance
- Source Integration
- Metric Reporting
- Current Method Mapping



**DIANA**  
AP Manager



# Statements Reconciliation



Missing Vendor Contact Information

Languages for Communication

Mailing and Processing

Calling / Time zones

Reporting and Benchmarks

Cross Company and Cross Systems Visibility

Vendor Merging and Deduplication

Continuous Process Management

Security and Compliance

Enrichment and OCR

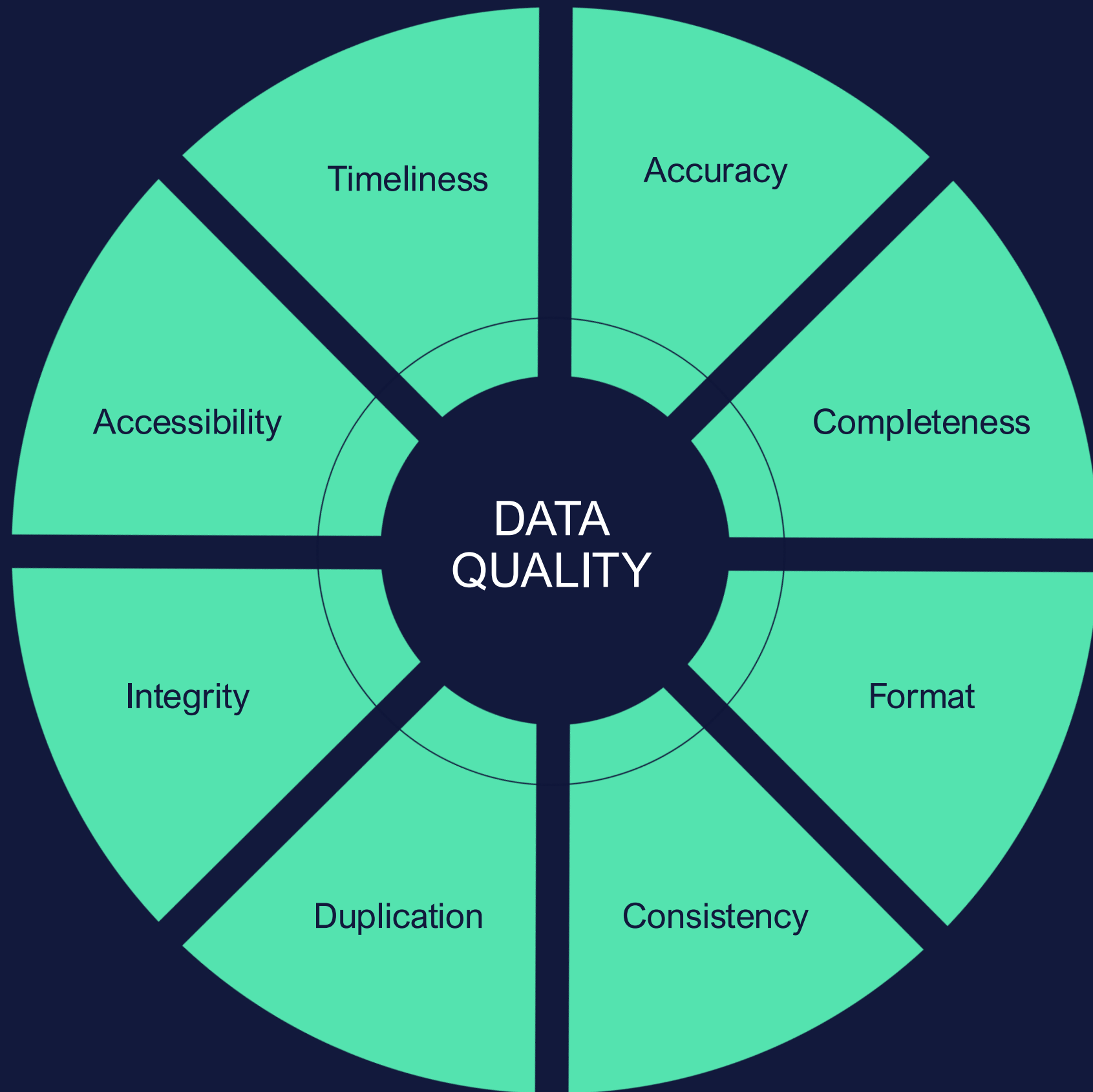
Data Cleansing



# VENDOR MASTER DATA

Active vendors with missing data





Measuring  
Knowing  
Improving

# DUPLICATE PAYMENTS VS. UNPOSTED CREDIT OCCURENCE

| Claim Type                                    | Number of Claims |            |            | Recovery Amount    |                  |                    |
|---|------------------|------------|------------|--------------------|------------------|--------------------|
|   | 2017             | 2020       | 2023       | 2017               | 2020             | 2023               |
| VAT not Posted on Vendor Account              | 11               | 18         | 24         | € 28,509           | € 144,728        | € 159,702          |
| Duplicate Payment - Different Invoices        | 5                | 2          | 22         | € 12,988           | € 209,011        | € 552,624          |
| Duplicate Payment - Multiple Supplier Records | 25               | 6          | 33         | € 81,173           | € 14,913         | € 238,851          |
| Duplicate Payment - Different Divisions       | 45               | 6          | 2          | € 119,110          | € 9,307          | € 20,145           |
| Duplicate Payment - Original & Copy           | 115              | 22         | 36         | € 442,315          | € 38,794         | € 212,591          |
| Payment in Wrong Currency                     | 0                | 0          | 1          | € 13,180           | € 4,536          | € 7,231            |
| Overpayment                                   | 0                | 4          | 28         |                    | € 41,598         | € 165,793          |
| Paid Credit                                   | 3                | 3          | 8          | € 23,364           | € 100,626        | € 84,387           |
| Unposted Credit                               | 64               | 114        | 187        | € 310,596          | € 349,901        | € 1,877,467        |
| Unallocated Payment                           | 33               | 6          | 1          | € 37,505           | € 8,462          | € 6,941            |
| <b>Grand Total</b>                            | <b>301</b>       | <b>181</b> | <b>342</b> | <b>€ 1,068,740</b> | <b>€ 921,876</b> | <b>€ 3,325,732</b> |





# Are we **there** yet?

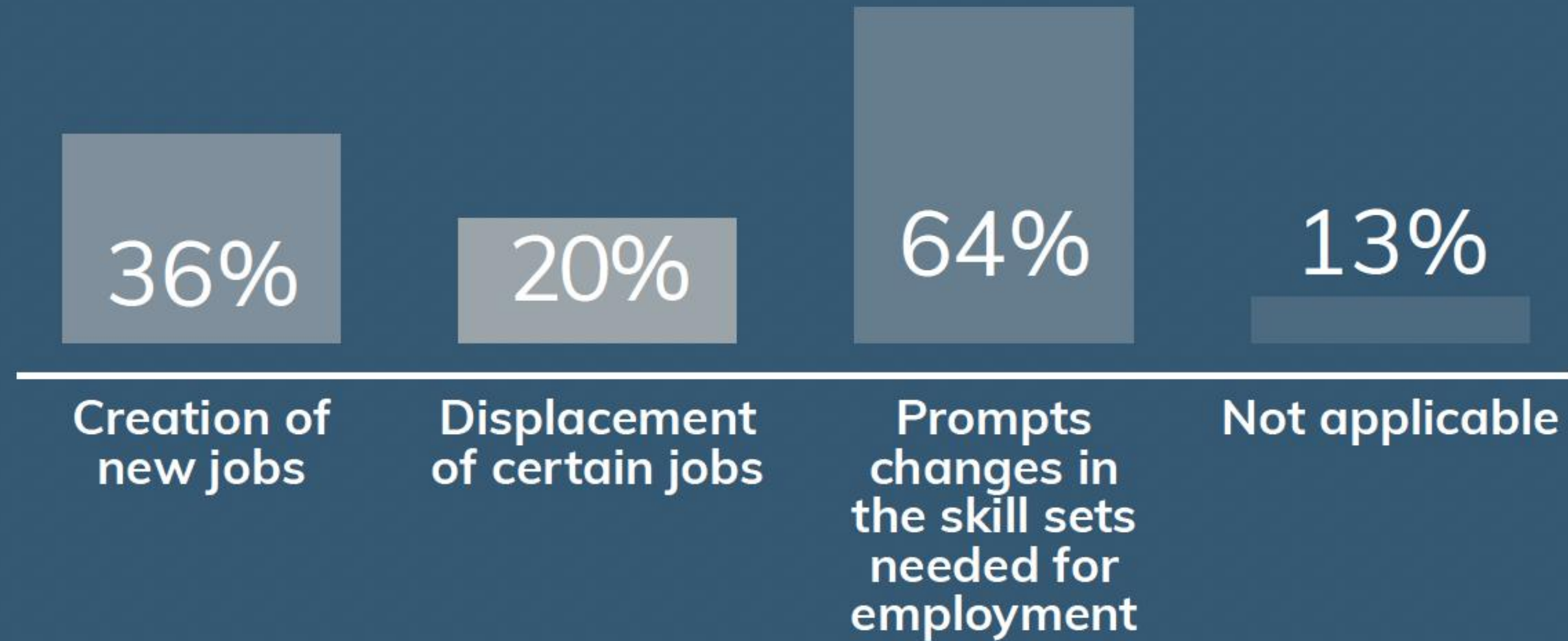


I can help with sourcing...  
Or analytics...



AI Assistant

How does the implementation of AI/RPA affect the organizational structure of business centers (cumulative)?



AI Assistant



Considerations for technology implementation

# HOW





Start with the **why**  
instead of **how & what.**



Don't treat technology as **the solution**.  
Rather think of it as **a tool**.



Automation does not replace **people**.  
It replaces **tasks**. Don't rush to eliminate people.



# Focus on **data quality & data governance.**







**Audit** your automated processes regularly.



# About Transparent

Real impact, real results.  
Continuous improvement.

Transparent helps global companies achieve one goal - procure-to-pay excellence.

By combining advanced technology and deep human expertise, we provide process visibility and drive continuous improvement.

No matter the size, source or complexity of your data, we identify process inefficiencies, recovery opportunities and cost savings in your P2P cycle.

Leverage our 20+ years of experience in accounts payable recovery auditing, vendor data management and procurement performance management.

[LEARN MORE](#)

## ACCOUNTS PAYABLE (AP) RECOVERY AUDIT

Go beyond identifying overpayments and discover the root causes of errors and inefficiencies – fast. Get insights on making real improvements to your P2P process and controls.

- Ensure compliance
- Gain end-to-end process visibility
- Work more efficiently.

[READ MORE](#)

## VENDOR MASTER DATA SERVICES

Enrich your vendor master data to improve its accuracy and unlock better insights. Say goodbye to duplications and inactive vendors in your data.

- Elevate your automation
- Streamline your operations
- Ensure timely payments.

[READ MORE](#)

## PROCUREMENT PERFORMANCE MANAGEMENT SERVICES

Transform your procurement data into actionable steps for more accurate and optimal spend. We go the extra mile and bring your strategies to life.

- Identify and prevent overcharges
- Boost contract compliance
- Reduce indirect spend.

[READ MORE](#)

# LET'S KEEP TALKING

Transparent



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Global Business Operations

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