

# INTERNATIONAL PAPERLESS AP SOLUTION

## Enterprise Case Study



## SCENARIO

An industry leading Telecommunications Company with over \$100 billion in revenue was seeking to automate several paper-based processes across business multiple business units.

This initiative was identified as a critical component to the organizational goals of lowering operational costs and increasing efficiencies.

The diversity across their business divisions required flexibility to not only handle multiple languages and currencies, but accommodate different business rules, workflows, and data feeds per division and document type.



## OVERVIEW

A large telecommunications company was seeking to lower costs and increase efficiencies by automating several business units.

## Key Elements

- Handle multiple languages and currencies
- Must accommodate unique business rules, workflows, and data feeds

# IMPLEMENTATION

Circulus implemented the solution in phases for the affected divisions (Fleet, Domestic and International) seeking to automate the manual paper processes to leverage commonalities between the divisions.

While the divisions shared common requirements for functionality, each had specific services, document types, data feeds and business rules and requirements.

Each implementation shared some basic commonalities: data extraction, data quality and validation, exception handling workflow, portal hosting (intra-company as well as vendor) and proprietary FTP scanning software.

The Domestic division extended their services to include contact management, PO box services, master BAN list updates and vendor management for missing invoices.

The type of manual documents varied between divisions. For the Fleet division, this included invoices, registration applications and renewals, property taxes and traffic violations (moving and non-moving). For the Domestic division, while invoices also needed automation, there were several other types of documents, including disconnect notices, tax forms, federal universal funds and balance notices.

The International division needed invoices processed through the Americas, APAC and EMEA business units, taking into account different languages and currencies with sub-categories of voice and circuit in each.

Countries processed from the International Division are Germany, France, Spain, Canada, Mexico, China, India, Japan, Greece, Portugal, Italy, Hong Kong, Singapore, Korea, Australia, Taiwan, New Zealand, Malaysia, Brazil, United Arab Emirates, South Africa, Bermuda, Costa Rica, Vietnam, Turkey, Morocco, Pakistan, Israel, Netherlands, United Kingdom, Bahrain, Ireland, Belgium, Switzerland, Sweden, Austria, Russia, Norway, Finland, Luxembourg, Portugal, Denmark, Poland, Hungary, Czech Republic and the United States.

Each division required different data feeds, both incoming and outgoing, to integrate with other vendors and internal proprietary systems. The Fleet division required integration with fleet data (license plate, VIN, driver), fleet management systems (FleetMaster and Enrich), payables (SAP and ICE), purchase order feed and the vendor master. The Domestic division desired integration with their proprietary payment solution, status and payment information. The International division required feeds with circuit data, invoice load status, payment status, internal proprietary bill audit system and vendor data.

**While the divisions shared common requirements for functionality, each had specific services, document types, data feeds and business rules and requirements.**

## THE SOLUTION



While all three divisions took advantage of the robust business rules and functionality contained within their solution, some unique examples used by each division were customized throughout each portal.



Fleet enabled the exporting of state violation data into a custom Excel format for uploading, required fields and auto populating of fields based upon input data, the Domestic division took advantage of trending and detecting duplicates documents, while the International division validated circuit status and rates, identified duplicates and out of balance invoices, mapped custom fields and took advantage of a workflow designed for foreign language knowledge experts.

## THE RESULTS

With this customized portal, the Fleet Division realized an 80% reduction in labor to achieve the same results, while the Business and International Divisions (who had previous competitive automation in place) not only increased the accuracy and usability of their business-critical data, but also lowered their operating costs by 30% over their previous automation solution.



**Reduction In Labor**

Through a concentrated commitment to quality, efficiency and service, Circulus is proud to provide end-to-end technology solutions for companies large and small. Streamline AP and document processing workflows with our customized automation solutions. Reduce overhead and operational inefficiencies with our extensive business process outsourcing (BPO) services. Staff technical resources and projects with our IT staffing services, and leverage our roster of experienced developers to serve your custom technology needs. Enhance productivity, minimize process bottlenecks and right-size your technical resources, all while realizing dramatic cost savings to your organization.

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