SUPAI INFOTECH

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Case Study: OpenText Vendor Invoice Management for SAP	
Client Profile	The customer is a large public utilities company that provides water and energy to above two million people. It relies on a large number of vendors that supply various goods and services to its daily operations.
Problem Statement	The customer was using a legacy system to extract information from invoices and process the invoices. The quality of OCR was an issue, amplified greatly by the high volumes of vendor invoices to be processed. The custom integration between the legacy and the SAP system which processes the vendor payments was not easily scalable, and many invoice fields had to be manually entered in the SAP system. This resulted in errors and delays in invoice processing and payments to vendors.
OpenText Products	OpenText Intelligent Capture Center OpenText Vendor Invoice Management for SAP OpenText Archiving and Document Access
Scope of Work	To implement OpenText Archiving and Document Access, Intelligent Capture Center and OpenText Vendor Invoice Management for SAP solution for the following invoice types: ● PO-based Vendor Invoice Processing – Material, Service, etc. ● Non-PO based Vendor Invoice Processing ● Credit and Debit Note Processing ● Freight Invoice, Customs Invoice, Government levies

You may find our Case Study rather lengthy, but rest assured that it is filled with relevant details. Do bookmark www.supaiinfotech.com/resources since we regularly update it with useful resources. We look forward to your feedback; please write to us at: csfeedback@supaiinfotech.com. Read on!

Implementation	The project implementation consisted of Requirements collection, Blueprinting and Design, Solution development and deployment, Testing and Training, and Go-live and Support Workshops, discussions and meetings were conducted with the customer's team to finalize requirements for: Invoice ingestion and OCR: Input Channels, Enterprise Scan and Intelligent Capture Center, Invoice Validation Rules, VIM Approval Workflows, and VIM Fiori applications Next, the Blueprint and Design documents were created, reviewed and finalized. As part of Solution development and deployment, the following activities were performed: - Installing VIM solution and OpenText Invoice Capture Center to integrate with on-premise S4/HANA - Setting up of Input channels: ● Configuration of scan stations for hard-copy invoices via Enterprise Scan ● Configuration of Email channel for invoices via Email ● Automated Invoice extraction with Optical Character Recognition (OCR) for the above channels ● Linking invoices and supporting documents with relevant transactions in SAP ERP - Document Processing Configurations to cover the following use cases: ● Indexing dashboard to enter invoice metadata based on the scanned image ● Master Data checks on Incoming Invoices ● Flagging and handling of suspected duplicate invoices ● Price and Quantity Discrepancy Checks ● Invoice amount checks to determine approvers - VIM workflows were implemented to cover for the following use cases: ● Coding and approving invoices (SAP ERP, Fiori) ● Handling exceptions – based on the exception (parked/blocked etc.) the invoices need to be routed to the users responsible for the resolution - Installation and configuration of the following Fiori applications: ● Supplier Self Service ● VIM Resolve Invoice Exceptions ● VIM Approve Invoices As part of Testing and Training, the following activities were performed: - Unit, integration, regression and load-testing of Intelligent Capture Center and Vendor Invoice Management functionality - Training of power and end-users in Accounts Payable - Training of System Administration group

	As part of Go-Live and Support, the following activities were performed during cutover period: - Creation and review of Go-live and Cutover Plan - Transport of TRs - Other go-live activities and post go-live Support
Project Duration and Participants	The total duration of the project from initiation to go-live was 7 months. The customer team comprised their Business Consultant, Power and End-user representatives, IT Project Manager, and Business Manager. The Supai team consisted of Project Manager, SAP Functional Architect, SAP Technical Architect, two SAP VIM Developers and two QA Testers.
Solution Overview	● Physical invoices are scanned using OpenText-compliant scanners and uploaded to OpenText Archive Center (OTAC) using Enterprise Scan. ● Invoices received via e-mail are posted to OTAC. ● The invoices present in OTAC are processed by Intelligent Capture Center (ICC): - OCR and extraction of invoice information - Checking of Business Rules and Validations ● Invoices that are flagged by ICC are routed to users in different roles for verification, corrections and processing. ● After processing by ICC, the invoices are assigned to transactions in SAP. ● Users are able to answer queries coming from Accounts Payable related to invoice exceptions using the VIM Resolve Invoice Exceptions Fiori app. ● Approvers approve invoice payments using the VIM Approve Invoices Fiori app. ● Suppliers are able to keep track of the status of their invoices using the Supplier Self Service Fiori app. ● The solution audits and monitors all the steps starting with invoice ingestion all the way until an invoice is paid. Different reports are available to different roles to know the status of invoices, KPIs and error queues.
Benefits to the customer	● Time and cost required for processing an invoice in SAP has reduced significantly. ● By speeding up invoice processing times providing visibility to vendors about the status of their invoices, the customer has a better relationship and enhanced trust with all the vendors. ● Manual intervention required to process invoices has been significantly reduced, thereby reducing the chances for errors. ● The solution gives the AP team immediate visibility of invoices from the time of document receipt to the time of posting.