

Automating Utility and Invoice Processing For a Large IT Service Management Company

Improving Utility and Invoice Processing

A large IT service management company was looking to find a partner that could streamline the processing for both utility bills and invoices. With approximately 21,000 different documents they were looking to have them all sorted by document type and uploaded onto a cloud server. Once uploaded, these documents were approved and the data was processed within 24 hours. One of the largest concerns that this company had was the accuracy of data and what quality assurance processes were in place.

Overcoming Inefficiency and Adding Scalability

The challenge that this IT management company was facing was a combination of the large volume of utility bills and invoices received along with the manual nature of extracting and processing invoices. As a growing company, their back-office need for organizing and processing these utility bills and invoices outweighed their current capabilities. In addition to scalability, there was a large need for data accuracy since the utility bills and invoices would require data validation and audits.

With hundreds to thousands of different utility bill vendors and invoice formats, normalizing the data fields is a laborious task within itself. Utilities such as energy and water come in different units of measurement which make it difficult to compare if one vendor uses cubic feet while the other uses gallons.

Key Benefits

- Scalability along with Automation technology
- Large utility mapping database
- Extensive Quality Assurance

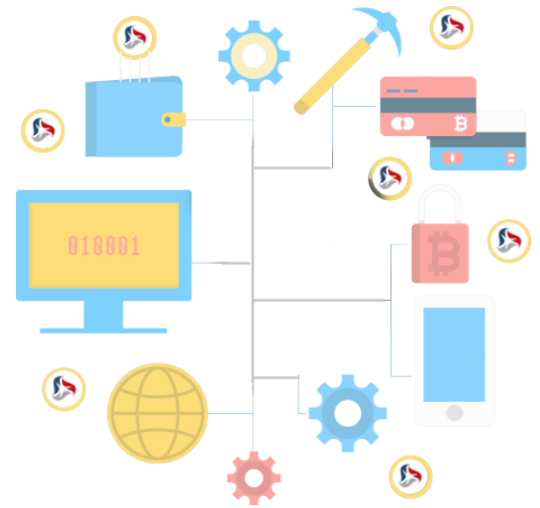
Challenges of Utility and Invoice Processing

- ⇒ Data from utility bills comes in different formats and units of measurement
- ⇒ Data needs to be validated before payment can be processed.
- ⇒ Some bills require approvals which can take the majority of the utility or invoice processing cycle time.
- ⇒ Processing utility bills and invoices are still being done manually in-house. Automating this process can greatly reduce cycle time and your overall operating costs.

ARDEM's Solution Saves Time and Money

In order to provide the most efficient process, ARDEM developed a software that adds the element of automation into data extraction. Using our extensive utility vendor database, the various formats that each vendor utilizes is streamlined to provide normalized data. A dedicated team of data entry and quality control analysts were picked based on their experience and deep industry knowledge to provide top quality results and the shortest learning curve. Each invoice and utility bill were logged to keep track of the progress of work throughout the entire processing cycle through delivery to ensure each one meets the 24-hour deadline.

Using both double key and compare check quality assurance processes, data is cross referenced to flag any discrepancies and run through multiple random sample checks to ensure the highest accuracy of data. Through continued success in the ability to deliver accurate data within a short cycle time, the IT management company decided to also send physical mail to ARDEM where it would be scanned and processed in a similar fashion. Using a dedicated P.O. Box, all utility bills mailed directly to ARDEM were collected daily to streamline utility bill processing which allowed this organization to spend less and save more with a reduced processing time!







When processing utility bill and invoices it requires both accuracy and speed in order to be processed in a timely manner. ARDEM helps scale your current process and adds efficiency to save you at least 30%

About ARDEM Incorporated

ARDEM Incorporated delivers success companies looking to efficiently streamline their processes and improve ROI. We implement the world's most sophisticated Technology platform combining human interaction with advance technologies to automate business processes and lower operational costs.

ARDEM Incorporated  <https://www.ardem.net>

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