



Streamlining Invoice Processing in a Software Digital Company

A Case Study on ARDEM's Impact

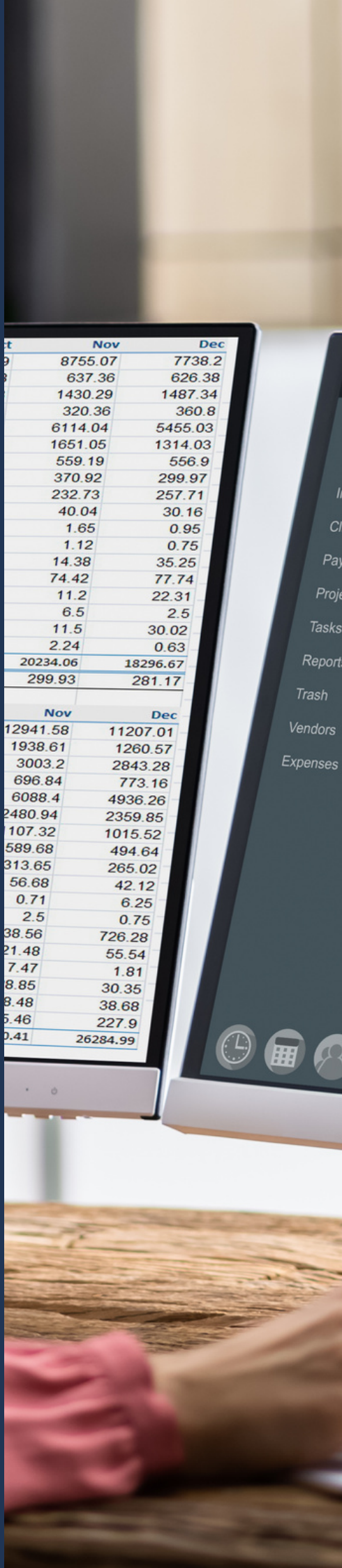
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Case Study



Background

In today's fast-paced business world, efficiency is no longer a luxury but a necessity. This case study delves into how ARDEM's innovative **outsourcing solutions** revolutionized invoice processing for a rapidly growing company. The challenges they faced were complex, involving a constant influx of invoices and a complicated vendor setup process. ARDEM's response was a series of transformative solutions. Among these, the introduction of real-time data insights proved to be a game-changer.

This addition went beyond automation. It brought transparency, accessibility, bottleneck identification, informed decision-making, operational efficiency, and optimized resource allocation. Join us as we explore the different aspects of this transformation journey. Witness how ARDEM transformed the company's invoice processing to new heights of efficiency and effectiveness in a rapidly evolving business landscape.



	Nov	Dec
	8755.07	7738.2
	637.36	626.38
	1430.29	1487.34
	320.36	360.8
	6114.04	5455.03
	1651.05	1314.03
	559.19	556.9
	370.92	299.97
	232.73	257.71
	40.04	30.16
	1.65	0.95
	1.12	0.75
	14.38	35.25
	74.42	77.74
	11.2	22.31
	6.5	2.5
	11.5	30.02
	2.24	0.63
	20234.06	18296.67
	299.93	281.17
	Nov	Dec
	12941.58	11207.01
	1938.61	1260.57
	3003.2	2843.28
	696.84	773.16
	6088.4	4936.26
	2480.94	2359.85
	107.32	1015.52
	589.68	494.64
	313.65	265.02
	56.68	42.12
	0.71	6.25
	2.5	0.75
	38.56	726.28
	21.48	55.54
	7.47	1.81
	8.85	30.35
	8.48	38.68
	5.46	227.9
	0.41	26284.99

Background of the Customer

Our customer is a prominent player in the digital advertising arena. With over a decade of experience, it is recognized for its pioneering role in digital ad verification. They specialize in authenticating media quality and optimizing performance for some of the world's largest brands, platforms, and publishers.

They offer industry-leading technology, valuable data insights, and exceptional customer service. They serve a diverse range of industry verticals, including Financial Services, Telecom, Automotive, Retail, CPG, Travel, Luxury, Pharmaceuticals, and more. They are known for their commitment to strengthening and securing the digital advertising ecosystem. It is a trusted partner for companies seeking clarity and confidence in their online advertising efforts.



Challenges in Invoice Processing Faced by the Customer

The customer, a thriving company, confronted some hurdles in their invoice processing operations. These challenges centered around the sheer volume of invoices they handled daily and an inefficient vendor setup process. This led to disruptions in their **accounts payable** (AP) workflow. In this case study, we delve into the specific issues they faced and how they partnered with ARDEM BPO to overcome them.

The Overwhelming Volume of Invoices

The customer's meteoric rise brought with it a flood of invoices that demanded their attention. The sheer volume of invoices arriving daily was becoming unmanageable. The manual processes in place struggled to keep pace with this deluge. This led to operational bottlenecks and an increased risk of costly errors. The customer urgently needed a solution to not only handle this surge but also streamline the entire invoice processing workflow.

The operational bottlenecks manifested in delayed invoice processing, which not only frustrated vendors but also jeopardized crucial partnerships. The risk of errors, whether in **data entry** or payment processing, loomed large, posing financial and reputational risks for the customer.

The Need for a Streamlined AP Process

In the face of mounting challenges and operational complexities, the customer recognized the critical need for a comprehensive transformation of their accounts payable (AP) process. The urgency stemmed from the realization that their existing systems and workflows were no longer equipped to handle the evolving demands of their rapidly growing business.

The challenges faced by the customer were far from one-dimensional, necessitating a comprehensive solution. Foremost among their concerns was the need for an efficient invoice processing system that could deftly handle the constant influx of invoices bombarding their daily operations. This was not just about easing the burden on their team but also ensuring the swift and accurate processing of invoices.

Additionally, the customer was keenly aware of the persistent roadblock in the form of their vendor setup process. The inefficiencies in this segment of their workflow were causing disruptions, delays, and jeopardizing vital vendor relationships. It became evident that a remedy was required to streamline vendor setup, ensuring the seamless integration of new vendors into their systems.

In their quest for a strategic partnership capable of addressing these multifaceted challenges, the customer embarked on a search for a collaborator with a specific goal in mind. They aimed not only to relieve the immediate pressure of managing a high volume of invoices but also to instigate transformative changes within their accounts payable (AP) operations.

Inefficient Vendor Setup Process

Adding to their woes was an inefficient vendor setup process. When new vendors submitted invoices, these vendors often weren't set up in the customer's systems. This meant that even if the invoices were valid, they couldn't be efficiently processed due to the absence of necessary vendor data. This glitch in their workflow led to delays, disrupted operations, and potentially damaged vendor relationships.

To compound the challenges the customer was facing in their invoice processing operations, they grappled with an additional, but no less critical, problem—a cumbersome and inefficient vendor setup process. This issue magnified the disruptions in their accounts payable (AP) workflow.

The consequences were twofold: operational delays and the potential for damaged vendor relationships. The delay in setting up new vendors meant that their invoices languished in a state of limbo, contributing to disrupted operations and possibly delaying payments. This not only strained internal efficiency but also jeopardized crucial vendor relationships. It created a situation that had the potential to harm the customer's reputation and hinder their growth prospects.

Recognizing that this bottleneck in their vendor setup process was a pivotal pain point. The customer was looking for a solution that could not only streamline this aspect but also optimize their overall AP operations.



Partnering with ARDEM BPO A Transformation Story



Navigating the complex landscape of accounts payable (AP) services and invoice processing can be a daunting challenge, especially for rapidly growing companies like the one we are currently talking about. With a substantial volume of invoices inundating their systems daily and a troublesome vendor setup process, our client was in need of a solution. In this case study, we explore how ARDEM, with its expertise in AP services and invoice processing, stepped in to alleviate these challenges and drive efficiency for our client in the software digital industry.

The Initial Dilemma

The customer's remarkable success brought along its share of hurdles, particularly in the realm of invoice processing. The sheer volume of invoices pouring in daily was overwhelming, and their manual processing approach struggled to keep pace. This presented a significant operational bottleneck, hampering efficiency and posing the risk of costly errors.

Adding to the complexity was an inefficient vendor setup process. When new vendors submitted invoices, they often weren't set up in the customer's systems. This seemingly minor glitch led to considerable disruptions, causing delays in processing and potentially straining vendor relationships.

How ARDEM Conquered the Obstacles

Recognizing the need for a comprehensive solution, the customer turned to ARDEM BPO, a trusted partner with a proven track record in AP services and invoice processing. Here's how ARDEM, as a leading BPO, effectively addressed the customer's challenges:

1. Streamlined Handling of High Volume Invoices

The company's overwhelming influx of invoices demanded a proactive approach. ARDEM's Invoice Processing team recognized the urgency and implemented strategies to address this specific challenge.

- **Daily Addressing of Volume:** ARDEM's first step was to tackle the daily deluge of invoices. The team initiated a daily routine where they meticulously addressed the volume of invoices promptly. This proactive approach ensured that invoices didn't accumulate, preventing operational bottlenecks.
- **Daily Data Correction:** Invoices are only as good as the data they contain. ARDEM's team understood the importance of accurate data and took it a step further. They implemented a daily data correction process, meticulously reviewing and rectifying any inaccuracies in the invoice data. This commitment to data quality was crucial in preventing downstream errors and inefficiencies.
- **Efficiency-Driven Meetings:** To ensure the efficient handling of invoice volume, ARDEM introduced a bi-weekly meeting schedule. These meetings were a proactive measure to discuss strategies for managing high volumes effectively. They allowed the team to brainstorm and implement process improvements promptly.

- **Collaboration with the customer:** Communication was key to success. ARDEM's team maintained a robust line of communication with Double Verify. This ensured that any issues or challenges were promptly addressed, preventing them from snowballing into larger problems.
- **Proactive and Agile:** ARDEM's approach was driven by pro-activity and agility. They didn't just react to the high volume; they proactively addressed it on a daily basis. This agility allowed them to adapt quickly to changing circumstances, ensuring that the volume of invoices never became unmanageable.

2. Automated Invoice Processing: Boosting Efficiency with Technology

In response to the customer's pressing challenges, ARDEM BPO embarked on a mission to reshape the way invoice processing was handled. Their solution came in the form of a cutting-edge, automated invoice processing system that would prove to be a game-changer. The automated system was meticulously designed to address the unique needs of the customer's invoice processing workflow. It had a dual focus: to enhance efficiency and eliminate the manual, error-prone processes that were previously bogging down the system. Through the implementation of this automated system, ARDEM ushered in a new era of efficiency. Here's a closer look at the transformative impact:

- **Reducing Manual Workload:** One of the immediate benefits of **automation** was the significant reduction in manual data entry. Previously, employees had to painstakingly input data from invoices, a process prone to errors and inefficiencies. With the automated system, this labor-intensive task became a relic of the past.

- **Error Mitigation:** Manual data entry is not only time-consuming but also susceptible to errors. The automated system introduced a higher degree of accuracy into the invoice processing workflow. By eliminating human errors, it helped the customer maintain a clean, error-free record of their financial transactions.
- **Swift Processing:** Invoices that once languished in queues awaiting manual entry could now be swiftly processed through automation. The system's efficiency meant that invoices moved through the pipeline at a considerably faster pace. This agility in processing translated into improved cash flow management and enhanced vendor relationships.
- **Reduced Workload Burden:** Automation relieved the customer's team of the burdensome workload associated with manual processing. This translated into a more engaged workforce that could redirect their efforts toward strategic tasks, fostering a culture of innovation and growth within the organization.
- **Streamlined Operations:** The automated system streamlined the entire invoice processing operation. It provided a centralized platform where all invoice-related data was accessible and organized, reducing the need for employees to juggle multiple tools and spreadsheets.
- **Realizing the Impact:** The implementation of automation was a profound shift in how the customer managed their invoices. It was a testament to ARDEM BPO's commitment to not merely addressing the challenges but also introducing innovations that would lay the foundation for long-term efficiency and growth.

3. Proactive Vendor Setup Resolution

Vendor setup delays were a significant pain point for the customer, causing delays in invoice processing. ARDEM recognized that although they couldn't directly control the vendor setup process, they could play a proactive role in mitigating its impact.

- **Daily Vendor Setup Notifications:** ARDEM's solution was simple yet effective. They initiated a daily vendor setup notification process. Each day, ARDEM sent notifications to the customer, highlighting any new vendors that required setup in their system. This real-time communication allowed the customer to stay on top of vendor setup, preventing unnecessary delays.
- **Prompt Resolution:** The daily notifications served as a prompt for the customer to take immediate action. As soon as a new vendor's notification arrived, the customer swiftly initiated the vendor setup process. This prompt resolution ensured that valid invoices associated with new vendors didn't face unnecessary delays in processing.
- **Seamless Workflow Maintenance:** By proactively addressing vendor setup delays, ARDEM helped the customer maintain a seamless accounts payable workflow. Invoices flowed smoothly through the system without bottlenecks caused by pending vendor setups.
- **Improved Vendor Relations:** Timely vendor setup not only improved internal operations but also strengthened vendor relationships. Vendors experienced faster payment processing, leading to higher satisfaction and potentially better terms in the future.

- **Collaborative Approach:** ARDEM's approach was collaborative and communicative. They understood the importance of transparent communication and worked closely with the customer to ensure that all parties were aligned in their efforts to resolve vendor setup delays.

ARDEM's proactive approach to vendor setup not only eased our customer's immediate operational concerns but also set the stage for a more agile and responsive accounts payable process.

This was a testament to ARDEM's commitment to going beyond mere problem-solving and actively introducing innovations that contributed to the customer's long-term success.

4. Real-time Data Insights: Transparency and Informed Decision-Making

One of the pivotal aspects of ARDEM's solution was the introduction of real-time data insights into the customer's invoice processing operations. This addition transformed the way the customer managed their accounts payable (AP) workflow.

Here's a detailed exploration of this transformative element:

- **Transparency Through Automation:** ARDEM's automated system was designed to bring transparency and clarity into every stage of the invoice processing pipeline. It did so by consistently and automatically recording the progress of each invoice. This included crucial milestones like receipt, validation, approval, and payment.

- **Accessible Progress Tracking:** The real-time insights generated by the system were readily accessible to the customer. This accessibility was a game-changer, as it meant that the customer's team could track the status of any invoice at any given moment. This eliminated the need for time-consuming inquiries and follow-ups, empowering them with an unprecedented level of control.
- **Bottleneck Identification:** Another valuable aspect of these real-time insights was their role in bottleneck identification. By monitoring the flow of invoices through the system, the customer could quickly spot any logjams or slowdowns. This proactive approach allowed them to take immediate corrective action and prevent delays.
- **Informed Decision-Making:** The insights provided by ARDEM's automated system extended beyond mere tracking. They became a valuable resource for informed decision-making. The customer could now draw on this data to optimize their AP operations. For example, they could identify patterns of delay and implement process improvements accordingly.
- **Enhanced Operational Efficiency:** The real-time data insights were akin to a spotlight illuminating the path to operational efficiency. The customer no longer operated in the dark when it came to invoice processing. They had real-time data at their fingertips, which allowed them to make adjustments and refinements swiftly.

- **Resource Allocation:** Another advantage was the ability to allocate resources more strategically. With a clear understanding of where each invoice stood in the process, the customer could prioritize their efforts. Urgent matters could be addressed promptly, while routine tasks followed a streamlined path.
- **Operational Agility:** The introduction of real-time data insights didn't just optimize the current workflow; it also made the customer's AP process more adaptable. Armed with data-backed insights, they could pivot quickly to address changing circumstances or unexpected challenges.



Impressive Results and Customer Satisfaction

The partnership between the customer and ARDEM bore impressive results. The overwhelming volume of invoices that once posed a significant challenge was now being efficiently managed. **Automated invoice processing** not only reduced manual effort but also drastically improved accuracy. Most importantly, it significantly sped up the entire process, allowing the customer to keep pace with their growing operations.

The implementation of the proactive vendor setup approach proved to be a game-changer. The customer could now swiftly set up new vendors, ensuring that valid invoices were processed without unnecessary delays. This not only improved operational efficiency but also strengthened vendor relationships. Vendors could trust that their invoices would be processed promptly, fostering goodwill and collaboration.

Our customer was not just satisfied but highly impressed with the comprehensive solution provided by ARDEM. Their AP processes became more streamlined, efficient, and aligned with their growth objectives. The partnership with ARDEM not only resolved existing pain points but also positioned the customer for continued success in managing their invoice processing operations.



Final Thoughts: An Impactful Partnership

In conclusion, ARDEM BPO's expertise in accounts payable services and their innovative solutions showcased their commitment to addressing their client's specific challenges. This case study highlights how their partnership with the customer transformed an intricate invoice processing workflow into a streamlined, efficient, and customer-centric operation, ultimately driving the customer's success.

Through automation, proactive approach, and real-time insights, ARDEM empowered the customer to overcome obstacles, increase efficiency, and maintain strong vendor relationships. This case study is a testament to the power of partnerships and innovative solutions in navigating the evolving landscape of invoice processing and accounts payable services.



ARDEM Incorporated

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