



INDUSTRY: TRANSPORTATION

Automating Invoice Processing



Introduction

The client is India's largest mobility platform and one of the world's leading ride-hailing companies, serving 250+ cities across India, Australia, New Zealand, and the UK. It offers mobility solutions by connecting customers to drivers and a wide range of vehicles, enabling convenience and transparency for hundreds of millions of consumers and over 1.5 million driver-partners.

The Challenge

To automate Invoice processing which was performed manually before the client's partnership with Judge India. The processing was prone to error because of huge volumes and multiple checks which were often misplaced.

Manual AHT per Invoice - 10 to 15 minutes

Solution

IQ bot analyzed JIRA for tickets and updated the status as 'Invoice Raised'. The bot then extracted data from the latest invoices and processing it with the respect to each approved line items. After this, the Bot performed validations, approved the invoices that had no discrepancies, and moved the tickets to the Technical team's queue. However, if there were any validation failures, the BOT listed all of them down in the comments and moved the ticket to the partner workshop's queue. The bot's daily task also included creating an excel summary report with all the valid invoices, to be submitted by the company's team to the finance team or emailed by the BOT to the finance team directly through the email.

Outcomes

- **1-minute** Bot AHT per invoice
- **90%** FTE Time saving at the minimum
- **100%** error-free data handling
- Data accuracy and faster processing
- No manual intervention required
- Real-time Analytics and Business Intelligence
- Elastic and Agile Scalability to handle changing work volumes

Applications Automated

- JIRA
- Excel & Outlook
- SFTP Integration

Processes Automated

- Data Extraction
- Data Validation
- Email Notification
- Summary Creation
- Exception Handling

About - The Judge Group

The Judge Group is an international professional services firm with deep expertise in consulting, learning, staffing & search, and offshore solutions. We operate across the United States, Canada, and India from over 30 locations and proudly serve over 50 of the Fortune 100 companies across all verticals including financial services, healthcare & life sciences, insurance, technology, government, manufacturing, and telecom/utilities.

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