

Amplify: AI-Powered Purchase to Pay

CUSTOMER

A large healthcare system in the US with more than 100,000 associates and 100 hospitals.

PROBLEM

The customer has a complex supply chain with thousands of vendors and contractors, for which an internal shared services organization is responsible for invoice processing. Extensive rules have been built in the ERP solution to match invoices with purchase orders and contracts for straight through processing. However, due to the complexity of contracts, only ~60% of invoices are automatically processed and the rest must be manually processed by an AP processor. These manual interventions are expensive, error prone, and delay the financial reconciliation process.

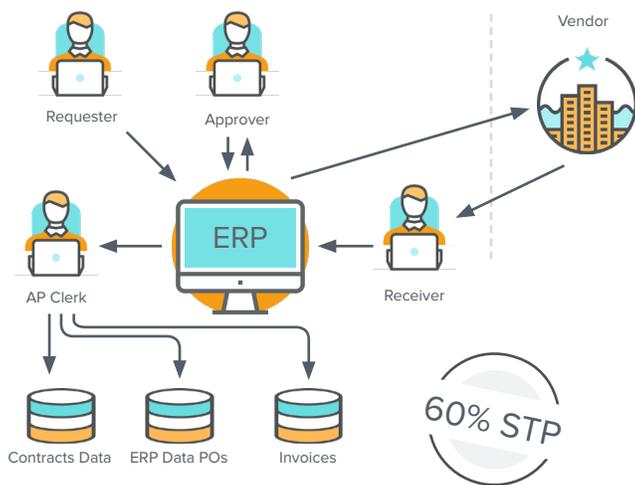


Figure 1: Iterative, manual process

SOLUTION

Working with the customer's internal service center, CognitiveScale delivered a cognitive invoice processing application that augments the manual processor to quickly identify the exception in a transaction and

provides recommendations for resolution. The application, built on CognitiveScale's Cortex platform, learns from historical transactions and human processor feedback to find the possible exceptions in a transaction, and identify contributing factors, accelerating resolution to the issue. The application will correlate the exception to a recommendation with the goal of automating common high frequency fixes using robotic process automation (RPA).

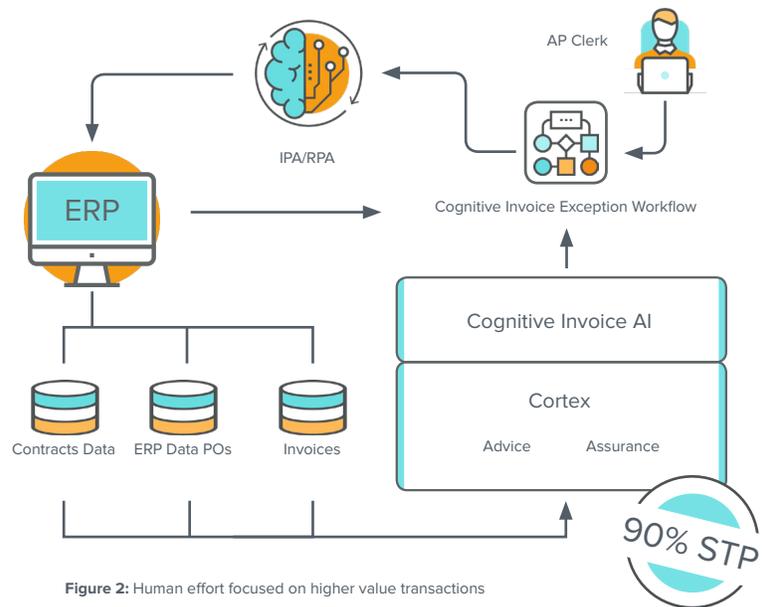


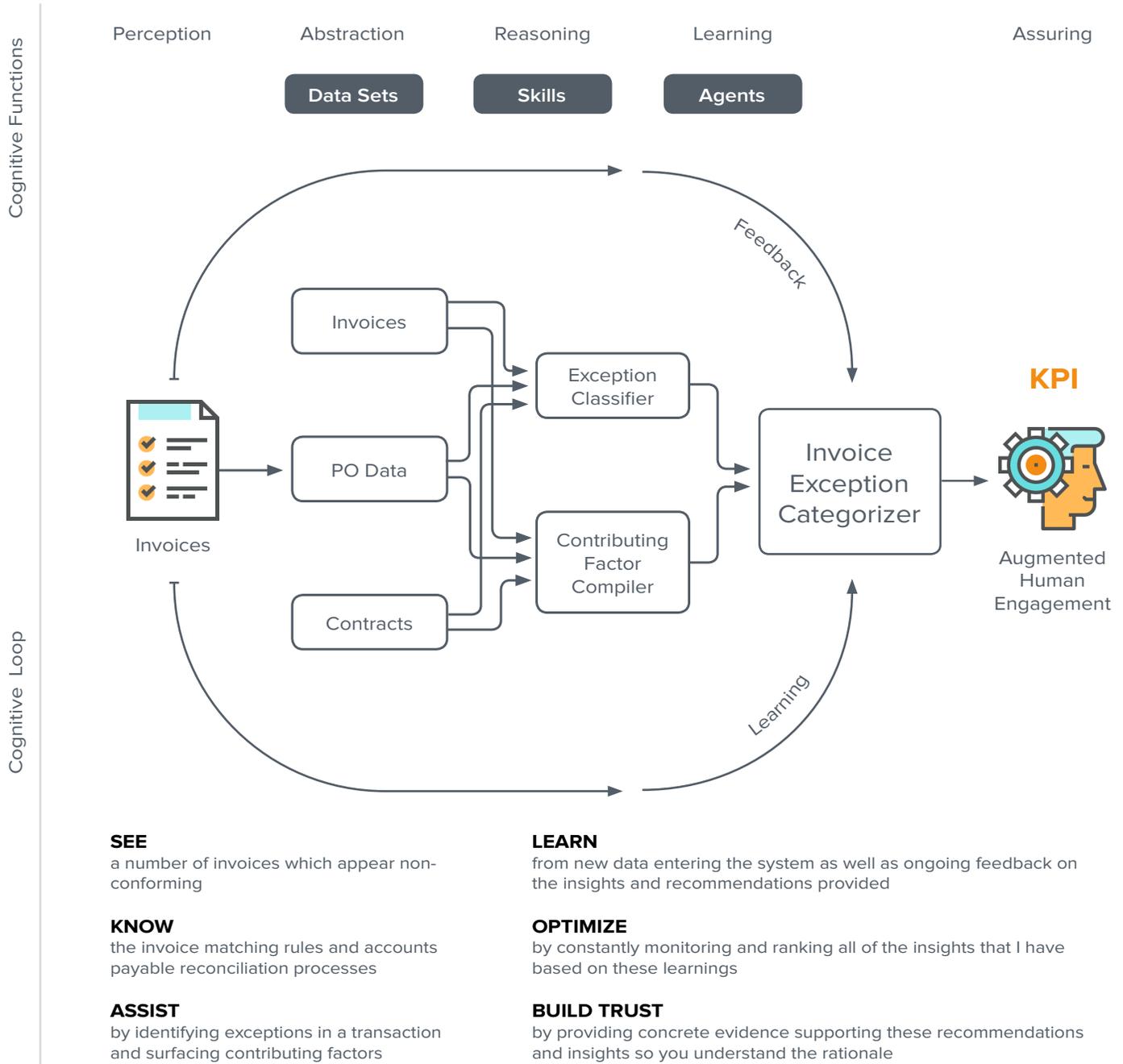
Figure 2: Human effort focused on higher value transactions

IMPACT

Providing relevant contributing factors to the processor, the AI solution increased the automation of invoice processing by ~30%, from 60% to 90%.

- Estimated cost elimination per exception \$6
- Savings opportunity per month \$250,000
- Projected annual cost reduction \$3,000,000

Invoice Processing Agent Anatomy



About CognitiveScale

CognitiveScale Cortex 5 software helps businesses apply Artificial Intelligence and Blockchain technology to solve complex business problems at scale for financial services, healthcare, and digital commerce markets.

Our award-winning software is being used by global leaders such as USAA, Morgan Stanley, NBC, JPMC, ExxonMobil, Dell Technologies, and MD Anderson to increase user engagement, improve decision-making, and deploy self-learning and self-assuring business processes.

Headquartered in Austin, Texas, CognitiveScale has offices in New York, London, and Hyderabad, India, and is funded by Norwest Venture Partners, Intel Capital, IBM Watson, Microsoft Ventures, and USAA.

For more information on the company, please visit us at cognitivescale.com and follow @cognitivescale on Twitter, Facebook and LinkedIn.

Contact an AI specialist at cognitivescale.com/contact