

**AI & RPA:
THE TECHNOLOGY
POWERING P2P DIGITAL
TRANSFORMATION**



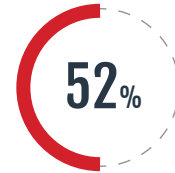
YOUR AGENDA FOR THE NEXT 10(ISH) MINUTES

Introduction	Page 3
What They Are & What They Do	Page 3
Where Their Work Pays Off: The Far-Reaching Benefits	Page 4
RPA & AI in Procure-to-Pay (P2P) Processes.....	Pages 5-6
The Kickoff: RPA Gets Started.....	Page 7
AI & RPA Working Together	Page 8
Customer Successes	Page 9
Wrapping Up	Page 10
About Esker	Page 10

INTRODUCTION

The smartphone in your hand, the curated playlist you're streaming, the electronic paystub you receive biweekly – Robotic Process Automation (RPA) and Artificial Intelligence (AI) are almost unavoidable in our everyday lives. And soon, the same will be said about the business landscape overall. With the efficiency, cost savings and boosted productivity these technologies can help organisations achieve, business leaders who prioritise staying ahead of the competition are jumping on the automation bandwagon quickly, and with good reason.

This short and to-the-point eBook explores the technology behind digital transformation – RPA and AI. It'll explain what they are, what they're not and how you can leverage them to create a highly efficient, end-to-end procure-to-pay (P2P) process.



of businesses surveyed anticipate **significant progress** in automating invoice processing and eliminating most of the paper invoices they currently receive over the next three years, according to an IOFM study.

WHAT THEY ARE & WHAT THEY DO

ROBOTIC PROCESS AUTOMATION (RPA)



While RPA has the ability to eliminate time-wasting manual processes, it still has its limitations.

RPA is software – governed by business logic and structured inputs – that can be programmed to do basic human tasks across applications, and is:

- A rule-based system
- Helpful in overcoming process and system limitations
- Able to process structured or semi-structured data formats
- Deterministic in nature, producing the same output each time from same inputs

ARTIFICIAL INTELLIGENCE (AI)



Picking up where RPA leaves off, AI is the perfect complement for creating streamlined, end-to-end business cycles.

AI is the ability of a digital computer or computer-controlled robot to perform tasks commonly associated with intelligent beings, and can:

- Mimic human thought processes through vision, language and pattern detection
- Work with existing systems to produce relevant output
- Learn from data, adapting behavior without regular programming interference
- Process both structured and unstructured data

WHERE THEIR WORK PAYS OFF

THE FAR-REACHING BENEFITS OF RPA & AI

OPTIMISED STAFF PRODUCTIVITY & SATISFACTION

Allows for more time to perform strategic, business-critical tasks while also getting greater professional fulfillment



COMPLETE PROCESS TRANSPARENCY

Provides complete visibility over all interactions and transactions thanks to AI-based analytics and tailored dashboards

REDUCED COSTS

Fewer human tasks mean fewer human errors, improved data management quality and less need for human capital



GREATER AGILITY & SCALABILITY

With no granular knowledge to master, rapid onboarding can be achieved, along with improved scalability during growth

SECURITY & SCALABILITY

Can be implemented without complicating or slowing down existing systems and help to ensure full compliance and accountability



ENHANCED SPEED & ACCURACY

By removing redundant tasks and human processing errors, internal process efficiency and accuracy is greatly improved

GREATER CONSISTENCY

Eases replication of tasks and processes across multiple locations and business units



IMPROVED CUSTOMER SATISFACTION

Self-service portals make it easier and more enjoyable for businesses to work with you and provide quicker access to support teams

ENHANCED CONTROL

Allows businesses to retain full control and autonomy over operations rather than outsourcing low-value tasks to a third party



BUSINESS INTELLIGENCE

With heightened visibility and AI-driven data, users are equipped with everything they need to make the best business decisions possible

RPA & AI IN ESKER'S P2P SOLUTIONS

ESKER'S AI-DRIVEN SOLUTIONS USE A MIX OF TECHNOLOGIES TO PROVIDE BEST-IN-CLASS AUTOMATION RESULTS.

RPA

RPA has the ability to do routine, repetitive human tasks quickly, accurately and tirelessly, such as logging in to and retrieving invoices from portals and passing them to downstream processes. With RPA, workflows and clerical processes can be easily automated by emulating human interaction, saving businesses significant amounts of time and money.

ESKER'S AI ENGINE: GOING BEYOND RPA

Although RPA and AI both play key roles in automation, they are not one in the same. RPA doesn't "learn" on its own and only works with structured data. However, the AI technologies built into Esker's AI Engine are capable of responding to their environment or the data they're exposed to due to their ability to rewrite themselves.



Here's a breakdown of the technology powering Esker's AI Engine:

PROCESS AUTOMATION

An Esker-specific term that describes a set of intelligent technologies that improve the daily routines of Esker users (e.g., language and currency detection, built-in recognition, automated document routing, etc.). For example:

- **A NEW INVOICE ARRIVES** and it's the first time Esker's AI solution has seen a PO invoice from this particular vendor.
- **ESKER EXTRACTS INFO** using a specific matching algorithm and automatically searches for the vendor and a pattern corresponding to a PO number.
- **DATA IS AUTOMATICALLY RECONCILED** once identified. Esker looks for corresponding open PO lines in the PO database and matches them to the invoice based on total invoice amount.

MACHINE LEARNING

The system is automatically learning from the corrections of users. As the knowledge base fills in, the recognition rate increases — so does automation. Auto-learning works hand-in-hand with OCR and built-in recognition. For example:

- **A NEW INVOICE ARRIVES** and the header data was captured, but essential PO line item data was missing.
- **THE USER CORRECTS THE ERROR** by filling in the gaps (e.g., PO line items and possibly changes to the total amount that was not captured correctly).
- **ESKER REMEMBERS** the changes so that the next time the same vendor sends an invoice, the system will know how to extract info based on the layout — adapting to potential small tweaks along the way

DEEP LEARNING

When a batch of invoices arrive into AP, that's when deep learning comes into play — recognising and suggesting a split for the batch of invoices sent to the system, despite the fact that some invoices are multiple pages. For example:

- **A BATCH OF INVOICES ARRIVE** into AP. It's the first time Esker's AI solution has seen this batch of invoices.
- **ESKER AUTOMATICALLY IDENTIFIES** and suggests a split for the batch of invoices sent into the system — despite the fact that some invoices are multiple pages.
- **THE USER VERIFIES** the split is correct, selects "Ok" and invoices are split and placed in a queue for AP verification.

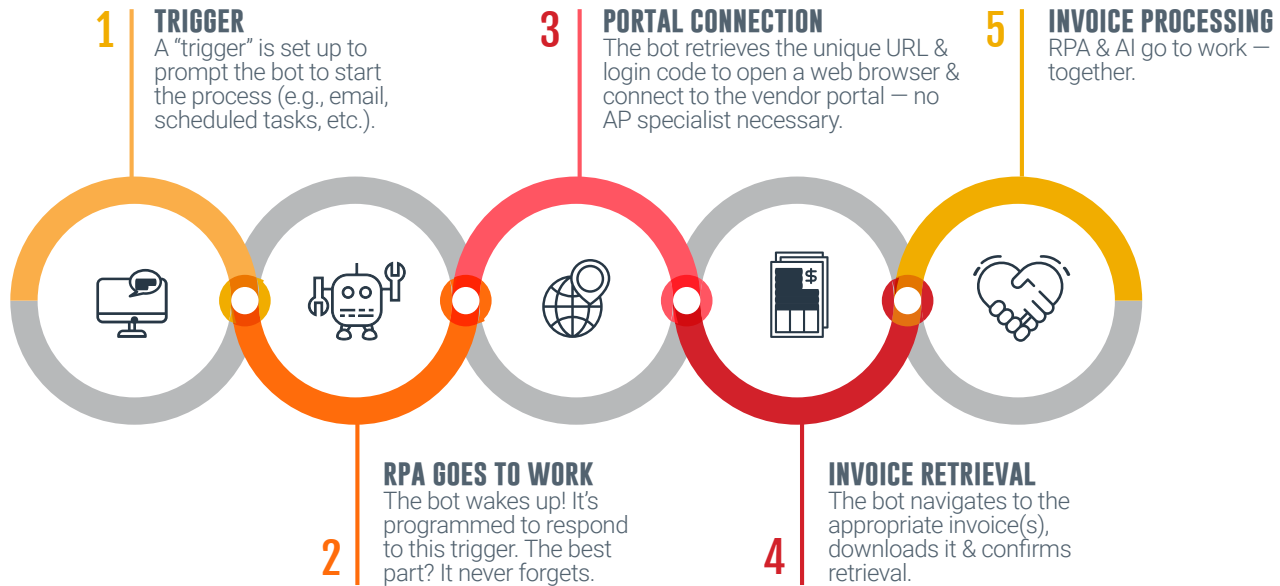


GUIDED BY OUR
30+ YEARS OF FIELD
EXPERIENCE AND
INSPIRED BY THE
TIGHT PARTNERSHIP
BETWEEN HUMANS
AND INTELLIGENT
MACHINES, ESKER
OFFERS ITS USERS
AN ARRAY OF RICH
AND DIVERSE AI
TECHNOLOGIES — ALL
EMBEDDED WITHIN
OUR P2P SOLUTION.

THE KICKOFF: RPA GETS STARTED

In a manual environment, it can take copious amounts of time to retrieve invoices in various formats from outlying locations, making it much easier for complications to arise and invoices to be lost. But when an invoice arrives in Esker's P2P solution, RPA is first on the scene to execute routine, repetitive human tasks quickly and accurately. Let's examine how an AI and RPA-driven solution can transform this time-consuming process.

RPA-DRIVEN INVOICE RETRIEVAL PROCESS:

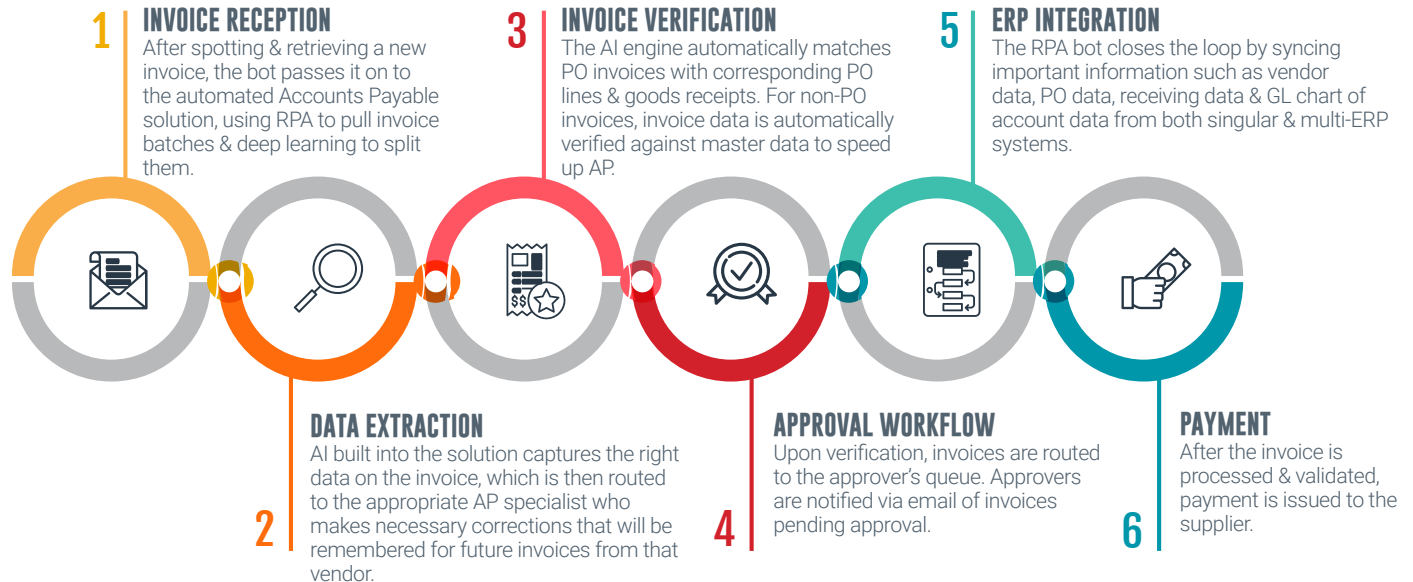


AI & RPA WORKING TOGETHER

AI and RPA are powerful tools individually. But with Esker's solution, they work in congruence, creating a holistic, end-to-end P2P cycle.

As we know now, RPA is ideal for performing repeatable actions, like logging into a portal or uploading and retrieving invoices, through the use of structured data. But what happens after? What happens when there's semi- and unstructured data to be handled? Well, this is when AI rolls up its sleeves and steps in, using machine and deep learning to create an automation continuum.

AI-DRIVEN INVOICE PROCESSING:



CUSTOMER SUCCESSSES

To give you a taste of the strategic benefits Esker's AI-driven P2P solution can achieve for your business, here are three companies that are leading by example and experiencing some impressive results post-digital transformation:



Elimination of manual processing for more than 50% of PO invoices



Freed-up time for staff to dedicate to invoices that require individual attention



Improved visibility into where invoices are and if they are delayed through user-friendly dashboards



Greater scalability, allowing the company to maintain headcount during periods of rapid growth



Increased efficiency in invoice processing and routing using fewer resources and less time



Better accessibility of documents, doing in minutes what previously took days



More effective management of staff through real-time KPIs, including:

- Who is posting invoices
- Average number of invoices posted per user
- Average time to post an invoice per user
- Where additional resources are needed



Maintained average monthly invoice processing volume of 1,700 without additional headcount



Improved cost savings by capturing 57% more early payment discounts



Decreased time spent processing invoices with the average invoice processed in less than a day



Increased number of invoices processed on time to 99.9%, with fewer errors

WRAPPING UP

RPA and AI are powerful technologies on their own, but together they're a force for efficiency. And with organisations having so much riding on the effectiveness of their P2P processes, they are quickly learning that the best way to optimise business processes and earn "best-in-class" status is to embrace digital transformation. By using RPA and AI-driven automation to eradicate costly, manual processes and unify P2P cycles start to finish, companies can become more agile, adaptable and profitable than ever.

HI, WE'RE ESKER

AND WE'RE A WORLDWIDE LEADER IN AI-DRIVEN PROCESS AUTOMATION SOFTWARE

Esker is proud to offer a best-in-class P2P automation solution specifically designed to help companies improve their strategic supplier relationships and transform the way they purchase, book and pay. As a global leader in AI-driven process automation software, Esker's expertise also goes beyond P2P processes. Over 6,000 companies around the world use Esker solutions to automate other business processes, including: order management, accounts receivable and more.

WORLDWIDE PRESENCE

Founded in 1985, Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin. In 2019, Esker generated 104 million euros in total sales revenue.





www.esker.com

EUROPE

be

de

es

fr

it

nl

uk

AMERICAS

us

ASIA - PACIFIC

asia

au