

Continuous Improvement Across Global Finance Operations

Transforming Operational Workflows Through Automation & Process Optimization

AT A GLANCE

ATI has partnered with a long-standing **AU-based global travel industry** client across multiple operational functions for several years. Over time, the partnership evolved beyond day-to-day operations into a collaborative continuous improvement model focused on scalability, efficiency, and process optimization.

Between **Q1 2025** and **Q2 2026**, ATI supported to multiple automation, reporting, and workflow enhancement initiatives across platforms. These initiatives highly reduced manual effort which improved operational visibility and accuracy, achieving ~23,660 hours of estimated efficiency gains – equivalent to up to **11 FTE worth of operational capacity**.

CHALLENGES

Several operational processes relied heavily on manual intervention, creating inefficiencies at scale across invoice processing. Common challenges included:

- High-volume manual invoice quality checks
- Repetitive data entry and formatting corrections
- Limited visibility across Salesforce case handling
- Manual reporting and analytics preparation
- System logic limitations causing processing exceptions
- Risk of human error across multiple systems
- Time-consuming reconciliation and tracking activities

As transaction volumes continued to grow, these inefficiencies increased operational effort and limited scalability.

SOLUTIONS



Automation & RPA

Implemented BOTs and automated scripts to reduce repetitive manual processing:

- Basware QC validation alerts
- Supplier ID auto-tagging
- ABBYY data extraction BOT
- Invoice consolidation automation



Reporting & Analytics Enhancement

Improved visibility and reduced reporting preparation effort:

- Power BI dashboard transition
- Salesforce touchpoint reporting automation
- Enhanced productivity tracking through sub-issue categorization



System Logic & Workflow Optimization

Enhanced system behavior to improve automation success rates:

- ABBYY invoice date validation enhancement
- Improved invoice matching and processing logic



Data Standardization & Formatting Improvements

Reduced manual correction effort and downstream system errors:

- Invoice formatting standardization
- Duplicate invoice number handling improvements
- Export template corrections

OPERATIONAL IMPACT

Estimated Annual Hours Saved

~22,131 HOURS



Reduced Manual Processing

Reducing manual QC effort by **~99%** and execution time by **~80%**

~1,200 HOURS



Improved Reporting Visibility

Reducing monthly reporting effort by **~97%** while improving access to operational insights

~186 HOURS



Workflow Reliability

Minimized manual rework and strengthened automation across invoice handling activities

~143 HOURS



Data Consistency

Reduced formatting discrepancies and manual correction effort to support consistent downstream processing

TOTAL INITIATIVE SAVINGS

~23,660 HOURS

Per Year

FLAGSHIP INITIATIVE

BASWARE QC AUTOMATION



CHALLENGE

- Invoice quality control relied heavily on manual validation across multiple systems, requiring team members to review invoice mismatches and processing exceptions daily.
- With approximately **1,148 invoices processed per day**, the process was time-consuming, difficult to scale, and highly dependent on repetitive manual effort.

SOLUTION

- ATI supported the implementation of an RPA-driven validation process capable of automatically detecting invoice mismatches and triggering real-time alerts before approval.
- This shifted the workflow from manual review to exception-based handling, significantly reducing operational effort while improving validation consistency and processing reliability.

QC AUTOMATION KEY OUTCOME

Metric	Before	After
Invoice QC Process	Fully manual validation	Automated exception-based handling
Annual Processing Effort	~21,320 hours/year	~173 hours/year
Team Dependency	3-4 team members	Minimal manual intervention

ANNUAL SAVINGS

~21,147 HOURS

Per Year

RESULTS & BUSINESS IMPACT



- **~23,660 validated annual hours** saved across automation and operational improvement initiatives which is equivalent to approximately **~11 FTE** worth of annual operational capacity
- Reduced dependency on repetitive manual processing across high-volume workflows
- Increased scalability, reporting visibility, and workflow reliability during a major transformation period
- Estimated annual operational value delivered: **AUD 185K**