



Not only did Hyland RPA relieve billbox employees of most of the monotonous task of invoice processing, but it provided the following benefits:

- ✓ Reduced incoming invoice processing time by 70 percent
- ✓ Reduced processing costs by 55 percent, allowing billbox to pass savings along to their customers
- ✓ Reduced the invoice processing error rate
- ✓ Increased customer satisfaction

FINANCIAL SERVICES | CUSTOMER SUCCESS STORY

# BILLBOX AG

## Robotic process automation reduces invoice processing times for digital BPM company

### THE CHALLENGE

With headquarters in Zurich, Switzerland, billbox provides invoicing automation software that helps Accounts Payable departments efficiently manage expenses and vendor relationships. A key service provided by billbox is digitization and routing of incoming invoices.

Until recently, invoice routing was a manual process at billbox, requiring employees to personally transfer tickets to the correct customer-specific invoicing system and then to manually issue payment reminders in a separate system.

These challenges led to incomplete tickets or the incorrect formatting of invoices, which then required an employee to reach back out to the customer to obtain missing information. These extended invoice processing and response times impacted customer satisfaction and added up to unnecessary overhead for billbox.

To combat these challenges, billbox looked to Hyland RPA for help.

### THE SOLUTION

Hyland developed and implemented an innovative automation solution for billbox's invoice receipt system. The end-to-end implementation process — from the initial identification of processes to automate to design and go-live — took less than two weeks. The software robots developed by Hyland RPA now work in the same ticket system as the employees of billbox, where they clearly distribute tasks. Now, Hyland's robots complete independent checks of incoming invoices for text variations, completeness and validity. This enables the billbox system to forward invoices automatically to their destination without requiring employees to check invoices manually beforehand. The outsourcing concept developed in cooperation with billbox defined special cases which are independently detected by the robot and treated separately until they are handed over to a human colleague.

Learn more at [Hyland.com/RPA](https://www.hyland.com/RPA)



**INDUSTRY**  
Financial Services

**DEPARTMENT**  
Accounts Payable

**SIZE**  
50 employees

**LOCATION**  
Switzerland

**PRODUCTS IN USE**  
Hyland RPA