

# SIMPLIFYING ACCOUNTS PAYABLE WITH INTELLIGENT PROCESS AUTOMATION (IPA)



# KUONI

Kuoni, part of Der Touristik (UK) Ltd, are one of the world's leading luxury tour operators, specialising in tailor made travel packages for both businesses and consumer markets. Operating for over 50 years, the company has over 25 global offices and employs over 1700 people.

## THE BUSINESS CHALLENGE

As the reputation of Kuoni spread among consumers, they found themselves receiving an increasing number of bookings. Each booking carried with it numerous supplier invoices, often from around the world, in different languages and in varying currencies.

Invoices were manually handled by the accounts team, painstakingly extracting all the relevant information for payment. A single document might be handled 2 or 3 times before the process was

*“The real differentiator for me is inSTREAM’s ability to deal with a hugely complex environment. Because of inSTREAM we can deal with thousands of travel documents, from every country in every language.”*

**Chief Financial Officer**

**86%** Reduction in invoice processing time

## BENEFITS ACHIEVED :

- ◆ 74% reduction in average transaction costs
- ◆ Enabled growth and scale
- ◆ Improvement in supplier relationships

completed. Not only was this very manually intensive for the team, it was generating a lot of paperwork and filing, creating a real pain point for the organisation.

Kuoni realised in order to ensure that they were able to continue offering the best possible service to their customers, they needed to streamline the process of handling transaction documents. The decision was taken to invest in a solution that would make the transaction handling process seamless and that could cope with the wide variety of documents that Kuoni received on a daily basis..

## THE SOLUTION

Celaton deployed its Intelligent Process Automation Platform, inSTREAM, to enable Kuoni to streamline the entire process, reducing costs, improving visibility and throughput in a resilient and scalable way.

All supplier invoices (emails, attachments, post and web forms) are received by inSTREAM which learns the pattern of unstructured content through the natural consequence of processing

**+70%**

Of line items are processed without manual intervention

Documents. As a result, inSTREAM is able to read and categorise the document whilst extracting key data and carrying out further tasks such as validation and verification of supplier details, PO checks, currency conversion and other business checks.

inSTREAM learns through collaboration with Accounts Payable Clerks by using an intuitive GUI (Graphical User Interface) to show its understanding of the supplier invoice which is validated, or amended by the Clerk if necessary. inSTREAM learns from every transaction processed and as volumes increase, inSTREAM'S confidence and Accuracy improves.

## VALUE DELIVERED

inSTREAM enables over 70% of line items to be processed without manual intervention. The average processing time for invoices was reduced from 4 weeks to 2 days and enabled the business to have visibility of its financial commitments. inSTREAM has enabled Kuoni to scaleup its operations as the business grows without the need for additional resource. Staff now have immediate access to accurate and relevant content, enabling them to respond to supplier queries and ultimately provide their customers with better holiday packages.

*“Celaton have helped us to achieve our objectives. As an organisation they are adaptable and flexible, as a customer I am fortunate to have continuity and visibility throughout Celaton which makes them an easy company to work with.”*

**Chief Financial Officer**

