Transforming Accounts Payable Processes for a Leading Garment Manufacturing and Export House

In the competitive world of garment manufacturing and export, efficient management of financial processes is crucial. This case study explores how a USD $4B garment manufacturing and export house in India leveraged IBM Datacap, IBM Filenet, and IBM Document Processing Extension (DPE), all parts of the IBM CP4BA suite, to revolutionize their accounts payable (AP) operations.

Company Overview

A prominent garment manufacturer and exporter

Operates close to **100** factories and mills across India

Deliveries from over **3000** active vendors, they process approximately **5000** invoices each day

IT Environment

IBM Datacap, IBM Filenet, and IBM Document Processing Extension (DPE

IBM Power Series Servers

Linux & Windows Server with 400+ users

CHALLENGES

The system handled scanning, cataloging, and batch processing, but the absence of data extraction increased verification effort.

The system ran smoothly during low periods but crashed at month-end due to insufficient parallel processing.

Managing the workload required more than 100 personnel and 300 scanning machines, resulting in high costs.

SOLUTIONS

Stabilizing IBM Datacap by taking immediate action to ensure smooth performance through troubleshooting and optimization.

Redesigning the Architecture by to leverage IBM DPE alongside Datacap.

The successful PoC resulted in deploying AI models for the 250 vendors with the highest invoice volume.

IMPACT

The reduction in processing time dramatically decreased the workload on personnel.

The customer recovered the project costs within six months due to improved efficiency and reduced operational costs.

The solution was scalable, allowing for future expansion to additional vendors and document types.

Case Study | RPA Implementation Solution
AP INVOICE PROCESS AUTOMATION SERVICE

The customer, a prominent garment manufacturer and exporter, operates close to 100 factories and mills across India. With daily deliveries from over 3000 active vendors, they process approximately 5000 invoices each day. The complexity of managing tax credits, timely payments, and compliance with international client requirements necessitated a robust solution.

CHOOSING THE RIGHT SOLUTION AND MEETING THE DEADLINES

Despite investing in sophisticated systems for data capture and content management, the customer faced significant challenges:

- Underutilization of IBM Datacap: The system was properly used for scanning, cataloguing and batch processing, however data extraction was not in place for large variety of invoices leading to significant efforts in the verification phase.
- Performance Problems: While the system was working properly during lean period, system was crashing and needed frequent reset during peak load at month end as optimal parallel processing was not in place
- Integration with RPA: The solution was not architected to integrate with RPA for rule based processing of invoices
- High Operational Costs: Over 100 personnel and 300 scanning machines were required to manage the workload, leading to substantial costs.

SOLUTION IMPLEMENTATION

DCM Infotech was brought in to address these challenges. The approach involved several key steps:

1. **Stabilizing IBM Datacap Operations:**
   a. Immediate measures were taken to ensure the Datacap system operated without interruptions.
   b. This included troubleshooting existing issues and optimizing the current setup.
2. **Redesigning the Architecture:**
   a. A new architecture was designed to leverage IBM DPE alongside Datacap.
   b. IBM DPE comes with a lot of AI and data modelling capabilities which were incorporated into the architecture design
3. **Proof of Concept (PoC):**
   To address the customer's challenges, DCM Infotech conducted a PoC to validate the new architecture and demonstrate the solution's effectiveness.

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5. **AI Model Deployment:**
   a. Successful PoC led to the deployment of AI models for the 250 selected vendors that had the highest volume of invoices
   b. By creating the models to recognise the invoices from 250 selected vendors, the time to load the invoices and then verify has fallen from close to 25 minutes to between 5-7 minutes.

IMPACT & BENEFITS

The implementation of the new solution yielded significant benefits:
- Increased Efficiency: The reduction in processing time dramatically decreased the workload on personnel.
- Cost Savings: The customer recovered the project costs within six months due to improved efficiency and reduced operational costs.
- Enhanced Compliance: The automated system ensured better compliance with tax, payment, and labor law requirements.
- Scalability: The solution was scalable, allowing for future expansion to additional vendors and document types.