

Discover how Soroco automated 95% of the manual RBNI clearance research process for missing invoices

ORGANIZATION PROFILE

The Fin Ops AP team at a Fortune 50 e-commerce provider has a dedicated RBNI team that investigates cases where the client has received goods but is awaiting corresponding vendor invoice(s) - referred to as "Received but not invoiced" (RBNI) cases.

The analyst investigates the root cause and resolves the cases by notifying the vendor about missing invoices, or by manually matching POs with open RBNI cases. Post resolution, cases are processed to release payment to the vendor.

Unresolved RBNI cases led to delays in vendor payments and a damaged vendor experience.

CHALLENGE

The resolution mechanism observed limited scale, growing (inbound) contacts, and increasing costs

The monthly average of open RBNI cases amounted to \$300M+ across US, Canada, UK, Germany, France, Italy, and Spain. Additionally, due to manual bandwidth constraints, the dedicated team could only research 50% of Unhealthy Ineligible RBNI cases (35+ days past due date) and 23% of the total open RBNI cases each month (representing ~1.2K vendors).

The remaining cases went unresolved and accumulated in the RBNI account. This led to delays in vendor payments and a damaged vendor experience. The Fin Ops leadership needed a solution that could manage the process end-to-end and alleviate the compounding RBNI case backlog.

SOLUTION

Soroco's solution increased monthly resolved cases by 3.3x in under 5 months

Soroco developed a solution that could provide the least disruption to the 'as-is' process ecosystem and achieve end-to-end process management. Soroco built the solution on the pre-existing RBNI process landscape, seamlessly integrating it with 4 different client applications. Now, the system performs all

research steps and proactively raises cases to 330K+ vendors.

Integrated through data warehouse tables or APIs, the system handles 9 unique types of scheduled jobs. Additionally, Soroco's automation system successfully processes over 1M entries daily.

IMPACT



3.3X

process scale-up
in 4 months



100%

Unhealthy Ineligible
RBNI managed



\$1B+

worth of RBNI
researched



700K

transactions
investigated

ABOUT SOROCO

Soroco is committed to helping our clients be their best. Our technology helps organizations discover the hidden barriers that withhold teams in the modern workplace, and then prioritize and execute the right operational excellence programs for them to thrive.

Founded in 2014, Soroco is commercially proven, built to scale, and deployed at global F500 leaders

across eight verticals. Built on the principle of connected collaboration, Soroco's AI-driven process analytics and automation software enables our clients to achieve ambitious cost savings, customer experience, and employee engagement objectives.



www.soroco.com



info@soroco.com