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REIMAGINING PROCURE TO PAY

GSA AWARDS 2025 WINNER
ADVISORY FIRM OF THE YEAR 2025



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ABOUT PROSERVARTNER

Transformation advisers to Finance and GBS leadership



Incorporation — 2008

Business Transformation — 2012

Lean and Six Sigma — 2013

Investing in Tech — 2015

Today — 2025

Size

- 100+ Employees supporting process led business transformation

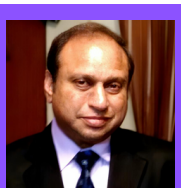
Focus

Our People

- Our greatest asset as a consulting firm
- Straight-talking practitioners that focus on ROI
- Functional experts



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THE PROMISE

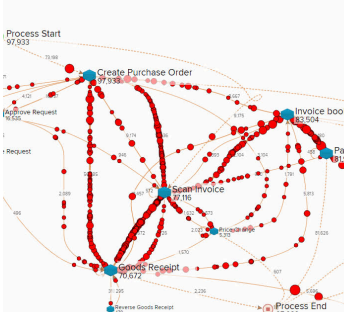
What is the point of automated, data-driven P2P?

Better decisions



- AI-driven predictive insights for proactive risk management and opportunity identification (e.g., optimising payment timing, predicting supplier issues).
- Enhanced strategic sourcing enabled by AI-analysed spend data.

Acceleration



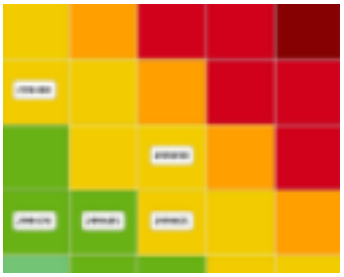
- Faster flow of data, faster cycle times, and more automated reporting,
- Freeing talent to focus on analysis and relationships.
- AI-assisted workflows and GenAI for faster communication and document processing.

Better Insights



- AI-powered analytics providing deeper, predictive, and prescriptive insights from your P2P data.
- Natural language querying of data, allowing for intuitive exploration of spend, cash flow, and supplier performance.

Quality / Compliance



- Automated compliance with internal policies, regulatory requirements, reduced risk and reduced adjustments disputes
- Better end to end data quality and MDM.
- AI-enhanced fraud detection and continuous controls monitoring.

UX / CX



- More on time payment, visibility of process for supplier
- AI-powered conversational interfaces (intelligent chatbots & virtual assistants) for instant supplier and employee support, reducing queries by over 30%.

Credibility



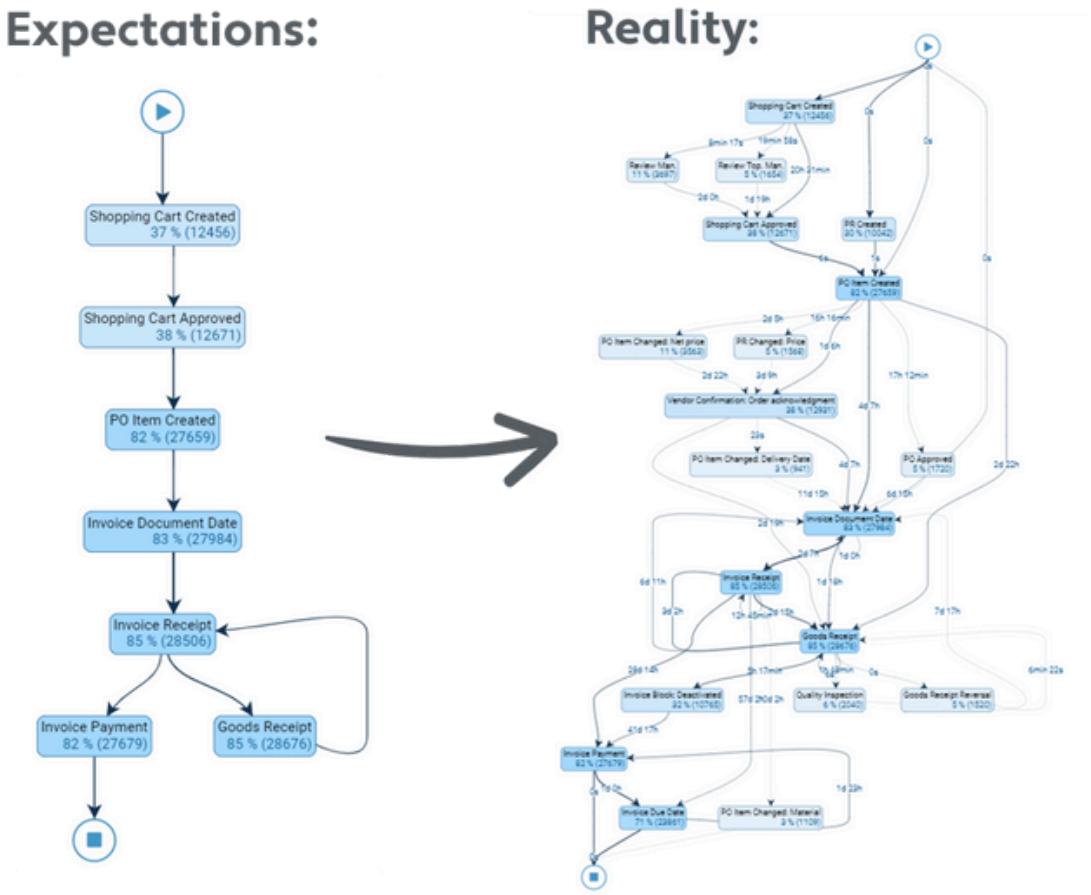
- Enhanced credibility: Growing confidence in the numbers amongst Execs and C-suite

Plus 25-50% reduction in wasted labour

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AUTOMATION
4 Steps to using automation effectively

STEP 1
Leverage AI-Powered Process Intelligence to Truly Understand Your P2P Operations.





- AI-driven pattern recognition to uncover hidden inefficiencies and variations.
- Automated generation of process models and simulations to predict the impact of changes.
- Deeper insights into user interactions and system performance for targeted improvements.

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AUTOMATION
Task mining example

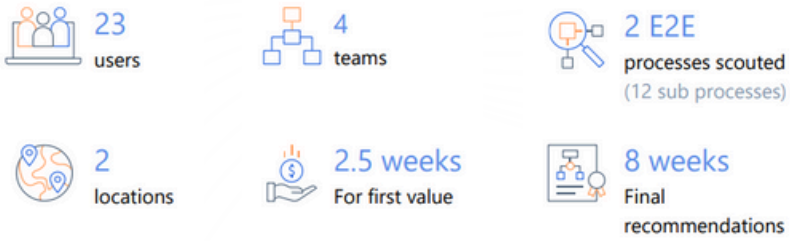
Global F500 Company

Leading Global CPG company – Procure to Pay Process

Business Functions

Invoice Processing and Troubleshooting, Invoice Reversal and Correction, Vendor Master data creation, update and validation

Engagements in Numbers



"We are happy with the depth of data being captured by Scout. We are finally able to see the variations in our process and rethink on our automation strategy."

Objectives of deployment

- **Discovering automation opportunities across different teams**
- Identify opportunities for optimization Financial Service operations
- The customer was **unable to get expected ROI** despite multiple automation platforms deployed

Top recommendations

1**. Automation:** ~7000 hours (42%) of overall effort savings identified via automation and user training levers

a) Priority 1: ~75% (~5,000 hours) of the effort savings come from 3 taught processes (SAP Invoice - MM across 3 teams). These are easy to automation and are quick wins

b) Priority 2: -10% of effort savings come from SAP invoice - FI process (across 3 teams) and are the low hanging fruits. These should be considered for process improvement and automation

2. Application Rationalization: 4 to 1 app rationalization for Ledger Processing

3. Variation Standardization: 54 variations Identified for 12 processes along with effort distribution

Value delivered

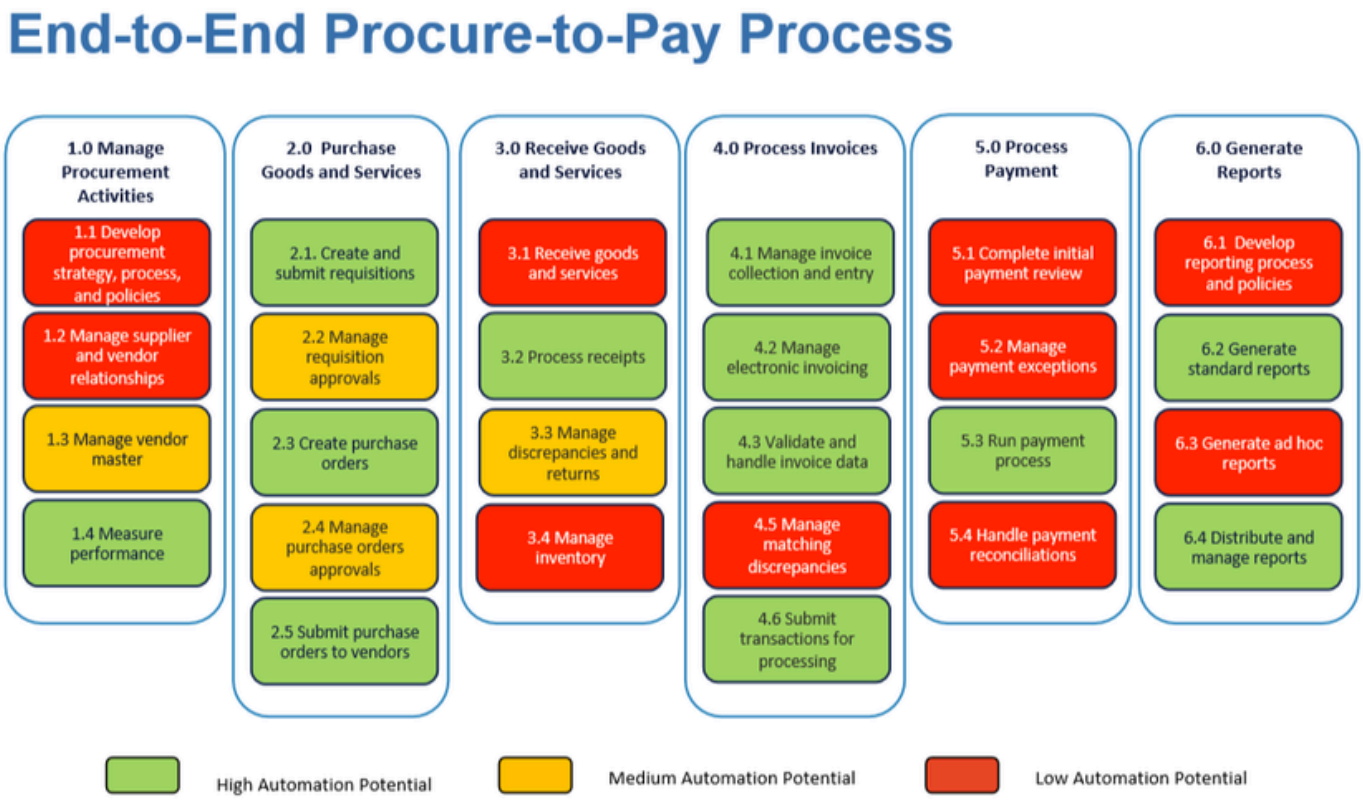
1. Proposed E2E automation solution for Invoice processing, Invoice reversal & Correction processes
2. Identified 7,000 hours per annum savings across 12 sub-processes proservartner

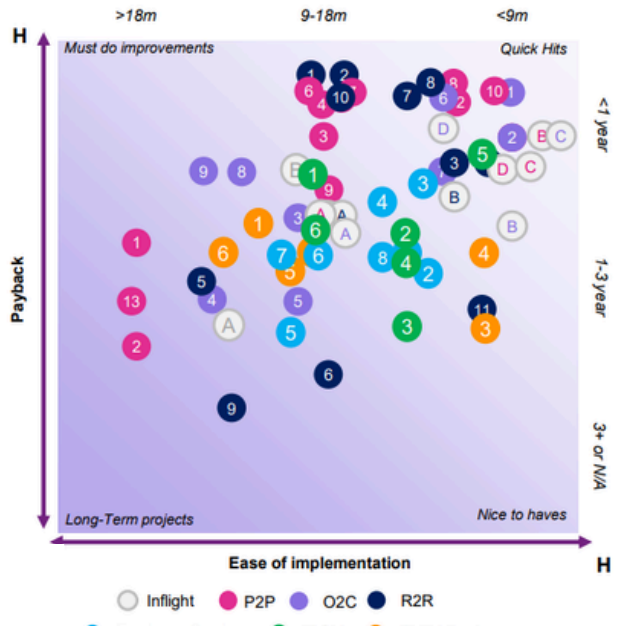
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AUTOMATION
4 Steps to using automation effectively

...It's not just about technology

STEP 2
Prioritise where to spend your automation efforts, and build your automation roadmap





Following in-depth interviews with stakeholders and comparison to best practice, the following opportunities were identified

61 primary initiatives

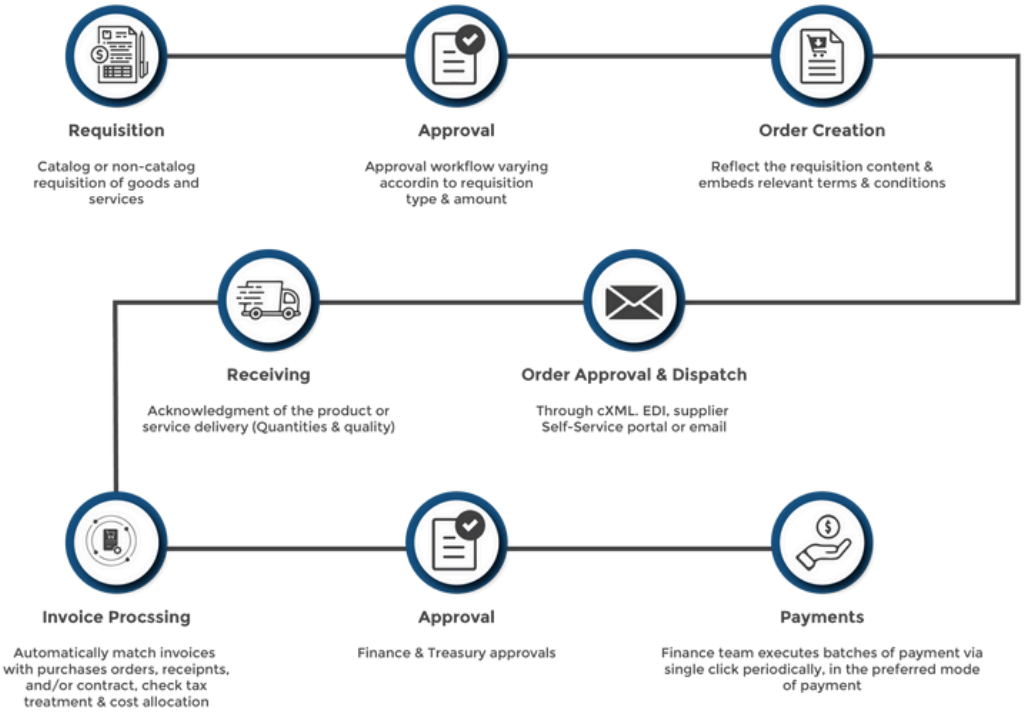
plus 21 inflight projects

- 14 P2P Digital Opportunities, 4 Inflight Projects
- 10 O2C Digital Opportunities, 6 Inflight Projects
- 12 R2R Digital Opportunities, 3 Inflight Projects
- 10 Employee Digital Opportunities, 3 Inflight projects
- 7 ITSM Opportunities, 3 Inflight projects
- 8 FM Helpdesk Digital Opportunities, 2 Inflight projects

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4 Steps to using automation effectively

STEP 3
Start with the “low hanging fruit” for automation which is typically either RPA, intelligent OCR or workflow tools



Process	Sub-Process
Verify AP pay file with purchase order vendor master file	VMD creation and amendments
Audit invoices and key data in AP system	PO invoice processing
	NO invoice processing
	Disputed invoices*
Research/Resolve payable exceptions	One-off payments
	Bursary payments
Process payments	Scheduled BACS payments
	Direct Debit payments and bank reconciliation**
Respond to AP inquiries / Adjust accounting records	AP mailbox management
	AR mailbox management
	Group Finance mailbox management
	Finance mailbox management
Reports	Outstanding GR, outstanding PO
	Outstanding NOI (accruals)
	Accounts Payable Ledger Balance recon
	Reg/Reg report
	Creditors Report
	Supplier Audit report
	Missing images report***

AUTOMATION
4 Steps to using automation effectively



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WHY PROSERVARTNER

Experts in GBS, Shared Services and Sourcing with a strategy, vision and objectives pointing the way forward

International Experience

- Teams of senior experts cross-industry, Big 4, SIs
- Specialists with an average of 15+ years experience
- Experience working in Europe, Middle East, Asia, North America and LatAm

Functional Knowhow

- Process: Finance, HR, Insurance, Operations, Compliance, Procurement, IT, Ops
- We have helped a range of enterprises make their next step

Techniques & Methods

- Leaders on a wide range of techniques and methods
- Understand popular methods like agile and waterfall, and the pros and cons of each

Independence

- Challenger mentality
- Independent and impartial outlook
- Strong point of view

Practical

- Focused on performance
- We show how to take directly action on real-life situations and challenges

Unlock the potential in your organisation today with Proservartner



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No matter where you are on your journey, Proservartner's team of experts can help connect the dots between your business needs and the technology that can make it happen.



Contact us today for a free assessment and find out where best practice and technology could most benefit your organisation.

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PROSERVARTNER EXPERTISE
Client and Industry Examples

Real Estate & Construction

JLL · CBRE · Cushman & Wakefield · Realty Income · HSS Hire · Rival · Kier

Retail and Consumer Products

travel counsellors · Richemont · Nikon · Swarovski · curry's · Fujifilm · Bridgestone · avis budget group · Euromaster · adidas

Financial Services & Insurance

STARR · fiserv. · Insight Investment · Zurich · Pantheon · aig · Aviva

Healthcare and Pharma

SmithNephew · stryker · Takeda · AstraZeneca

Chemicals, Utilities & Infra

ENGIE · Elementis · Cadent · EDF · RSBGI · aggreko · Infineum · UniverSolutions

Technology, Media & Entertainment

OAG · OLX Group · Ashling · Guidewire · Delivery Hero · Schibsted · WNS · informa

Transport and Logistics

Alexander Dennis · V.Group · DHL · PD Ports