

Managing critical tasks at the entry point is fundamental to increase productivity and ensure information quality at a lower cost.

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Organizations that automate identification, routing and extraction of data are able to speed up their processes and cut operational costs by dramatically reducing, if not eliminating, labor-intensive document preparation, data entry, and validation tasks.”

Ricardo Lopo – Service line manager



Customer  
Zurich

Region  
Europe

### Challenge – How it started

- Improve processing time for vendors payments.
- Multiple systems and excel to reconcile information with low control.
- Monthly +10K/documents.
- Input of source 100% paper based.
- Legacy ERP delivery integration to trigger payment.

### Benefits from initiative

- Budget VS Invoice reconciliation automation.
- Invoice headers reconciliation.
- Process and rejection reasons standardization.
- Legacy system interoperability.
- Compliant and auditable process for both paper and email.

### Benefits from Papersoft ecosystem

- Online SLA/KPI monitoring.
- Workflow exceptions management and vendor auto-reply.
- Full paper trail with document tracking system linked with deep storage.

### Key performance indicators - KPIs

- Next business day E2E SLA (email/paper).
- 99,8% accuracy rate.
- Cost reduction.

# Auto Reconciliation

Papersoft professional services for Enterprise departments, enterprise shared services – SSC or large BPO providers that want to:

- Organize unstructured data.
- Manage volume peaks.
- Register accurate data into ERP's.
- Meet regulatory target dates.
- External/Internal audit control.
- Vendor relation satisfaction.
- Credibility/Professionalism.

Finance departments that aim to:

- Approve/Reject internal information.
- Avoid service cancellation/penalties.
- Optimize cash flow.

### About Zurich

Zurich Insurance Group Ltd. (SIX: ZURN) is a Swiss insurance company, commonly known as Zurich, headquartered in Zürich, Switzerland. The company is Switzerland's largest insurer. As of 2015, the group was the world's 78th largest public company according to Forbes' Global 2000s list, and in 2011 it ranked 94th in Interbrand's top100 brands. Zurich is a global insurance company which is organised into three core business segments: General Insurance, Global Life and Farmers. Zurich employs around 60,000 people serving customers in more than 170 countries and territories around the globe. The company is listed on the SIX Swiss Exchange. As of 2012 its capital position was strong, with shareholders' equity of \$34.494 billion.

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