

Case Study

Leading Multinational Conglomerate: Improving AP Visibility, Control, and Throughput with Supervity's AP AI Command Center

One of the largest diversified enterprises, embarked on a transformation of its Accounts Payable (AP) operations to improve control, visibility, and efficiency across a high-volume, multi-entity environment.

To address growing operational complexity, manual effort, and limited real-time visibility, the company partnered with Supervity AI to deploy an **Accounts Payable AI Command Center** powered by AI Employees. The initiative focuses on automating invoice ingestion, validation, reconciliation, and vendor interactions, while providing leadership with a centralized control tower.

Customer Context

The company operates across cements, energy, infrastructure, logistics, utilities, and consumer businesses, managing a large and diverse vendor ecosystem. Its Finance Shared Services organization processes high volumes of invoices across multiple entities and business units, each with distinct operational requirements and compliance needs.

- **Invoice volume:** 1.2M
- **Number of vendors:** 20,000
- **Entities in scope:** *Cement arm of the company*
- **Core systems:** SAP, vendor portals, email-based invoice intake

This scale and complexity demanded an AP operating model that could deliver consistency, accuracy, and speed without disrupting existing enterprise systems.

Business Challenge

Prior to the AP AI Command Center rollout, the company's AP operations faced several structural challenges:

- Heavy reliance on **manual invoice intake and validation**
- **Unstructured vendor communication** via email, leading to delays and rework
- Disconnected systems resulting in **limited end-to-end visibility**
- High effort required for **exception handling and reconciliation**
- Reactive handling of issues rather than proactive identification
- Limited real-time insights for leadership into bottlenecks and aging

Presence of deduction disputes, multiple quality checkpoints disputes, route deviation incidents, turnaround and delays caused by fragmented inputs

Leadership sought a solution that could bring **control-tower visibility**, reduce manual effort, and improve throughput without requiring large-scale system replacements.

Why Supervity AI

The organisation selected Supervity AI's AP Command Center based on its ability to act as an intelligent operational layer across existing systems.

Key decision drivers included:

- AI Employees capable of executing real AP work, not just assisting
- Unified AI Command Center dashboards for operational and leadership visibility
- Seamless integration with SAP, portals, and email workflows
- Policy-driven validation and exception handling
- Ability to extend beyond AP into **Vendor Help Desk** and adjacent workflows
- A phased deployment approach aligned to enterprise change management

Solution Deployed: AP AI Command Center

Invoice Ingestion & Validation

Supervity AI automated invoice ingestion across email and vendor channels, extracting and normalizing data into a unified schema. AI Employees perform policy-based validations, including:

- GST and compliance checks

- PO and GRN matching
- Duplicate invoice detection

Reconciliation & Exception Handling

The AP AI Command Center performs automated line-item reconciliation against SAP, classifies exceptions, and prepares posting-ready outputs for downstream processing.

- Exceptions are identified early and categorized intelligently
- Manual reconciliation effort is significantly reduced

AP AI Command Center Dashboards

A centralized AI Command Center provides real-time visibility into:

- Invoice aging and SLA adherence
- Exception volumes and trends
- Analyst workloads and queues
- Early indicators of bottlenecks and delays

These dashboards serve both operational teams and leadership, replacing fragmented spreadsheets and manual tracking.

Vendor Help Desk

In parallel, the company initiated the rollout of an AI-driven **Vendor Help Desk**, extending automation beyond internal AP processes.

Capabilities include:

- Automated triaging of vendor emails
- AI-generated responses for payment status and common queries
- Ticket creation and conversation tracking
- Reduced manual email handling for AP analysts

Early Outcomes & Operational Signals

Although the deployment is still underway, early indicators demonstrate tangible impact:

Visibility & Control

- Single source of truth for AP operations
- Early warning signals for delays and exceptions
- Improved leadership oversight without manual reporting

Efficiency Gains

- Reduced manual data preparation
- Faster identification and handling of exceptions
- Improved analyst productivity

Quality & Consistency

- More consistent application of policies
- Reduced risk of duplicate or non-compliant invoices
- Improved accuracy in reconciliation outputs

Deduction dispute reduction %, time saved per settlement cycle

Conclusion

Supervity's AP AI Command Center initiative at the organisation demonstrates how AI Employees can transform enterprise Accounts Payable from a manual, reactive function into a controlled, intelligent operation.

With early results already visible and a clear roadmap ahead, company is building a scalable foundation for next-generation finance operations, one that balances accuracy, efficiency, and enterprise-grade control.

Supervity also transformed the company's coal procurement operations with an integrated control layer spanning logistics, quality, contracts, deductions, and settlements. By combining GPS-enabled tracking, Sample ID-based traceability, contract intelligence, automated deduction processing, and SAP integration, the platform delivers end-to-end visibility, reduces reconciliation effort, accelerates dispute resolution, and improves settlement accuracy across the coal value chain