

Daikin

CUTS INVOICE CYCLE TIME BY 88% WITH **AP AI Specialist**



ABOUT

The client is a multinational air conditioning manufacturing company headquartered in Japan. Its Accounts Payable function is managed through multiple Shared Service Centers (SSCs) located in India, Malaysia, Australia, and Singapore, supporting a wide range of financial operations. These SSCs collectively process over 1,000,000 invoices annually, creating significant operational complexity and demand for accuracy, compliance, and efficiency.



Accounts
Payable



Cash
Management



Record to
Report



Month End
Close

Processes Automated

Business Benefits

88%

Reduction in
Cycle Times

75%

Straight through
processing

92%

Elimination of
manual data
entry

100%

Accuracy &
zero data entry
errors



CHALLENGE

The client's accounts payable operations were hindered by a lack of standardization across processes and applications, leading to fragmented silos and inefficiencies. The absence of centralized governance and unified workflows created complexity, particularly in managing exceptions at scale across multiple geographies. Collaboration between business stakeholders was further challenged by inconsistent practices and limited visibility across systems.

In addition, **reliance on paper-based invoices** required significant physical handling, resulting in delayed approvals, limited control, compliance gaps, and an increased risk of penalties. The **absence of intelligent automation** also meant that exception management required heavy manual intervention, slowing down resolution and reducing operational efficiency.

To address these challenges, the client identified the need to digitize invoices and enable paperless processing, supported by AI-driven exception handling. By leveraging Supervity's AI Employee framework—powered by orchestrator and operator agents—the company aimed to eliminate error-prone manual tasks, standardize workflows across global shared services, and ensure seamless collaboration across stakeholders with real-time auditability.



SOLUTION

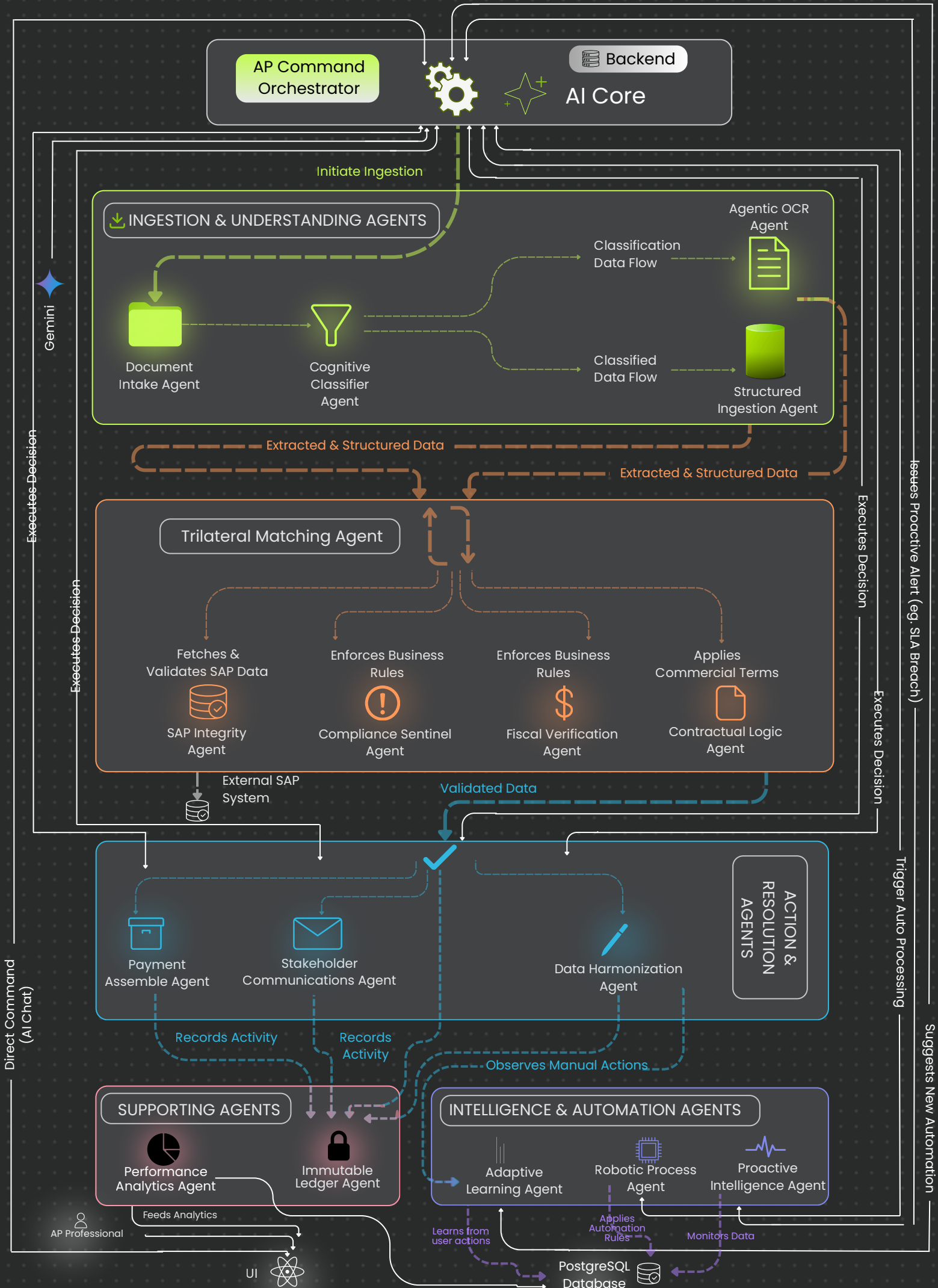
Supervity implemented an AI Employee-driven **Accounts Payable Command Center** designed to handle the client's large-scale invoice processing needs. The solution replaced fragmented, manual activities with a multi-agent orchestration framework where Operator Agents execute invoice ingestion, extraction, validation, and reconciliation tasks, while Orchestrator Agents govern workflows, enforce business rules, and escalate exceptions when necessary.

Invoices received across any geography are now captured digitally, and structured/unstructured data is automatically ingested from scanned documents, emails, or supplier portals. The AI Employees extract, classify, and validate this data in real time against purchase orders and goods receipts. **Tolerance levels, business rules, and compliance checks** can be configured flexibly at the group, company, or supplier level, ensuring accuracy while adapting to diverse business scenarios.

Where exceptions occur, human-in-the-loop review is seamlessly integrated, with AI Employees preparing contextualized error packs and suggested resolutions. This minimizes manual touchpoints while accelerating decision-making. The orchestration layer ensures smooth collaboration between shared service centers and business stakeholders across geographies, providing end-to-end visibility, transparency, and control within the AP process.

By leveraging this AI Employee model, the client moved from paper-based, error-prone workflows to a digitized, audit-ready, real-time invoice command center capable of scaling to millions of transactions annually without additional headcount.

AP Command Center





WE DID THIS FOR THEM.
WE CAN DO IT FOR YOU



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