Triumph Cuts Invoice Processing Time by Over 95%

Triumph Business Capital chose Xerox® Robotic Process Automation Service to rev up its billing process and free up team members for higher value work.

"We chose Xerox RPA over other RPA programs because they provide an all-in-one solution from beginning to end."

— Clarie Workman, VP of Business Information

ABOUT THE CLIENT

For almost two decades, Triumph Business Capital has provided invoice factoring to thousands of businesses. Headquartered in Coppell, Texas, Triumph offers a suite of services to growth-focused transportation companies, including fuel advance and fuel discount programs, credit and risk analysis, account resolutions, account management software, and additional back-office services designed to empower clients.

CASE STUDY SNAPSHOT

The Challenge

- Large quantities of invoices received daily and processed manually
- Managing the unique needs of their many vendors' billing submission processes
- Little time for the team to work on other high-value projects

The Solution

- Xerox® Robotic Process Automation (RPA) Service
- Customized bot that does the work overnight

The Results

- Manual processes that took five to seven people two hours a day to accomplish now takes one person 30 minutes per day
- The team is freed up to focus on high-value tasks

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THE CHALLENGE

Time-consuming manual invoice processing

Triumph Business Capital prides itself on using state-of-the-art technology to achieve maximum efficiency and consistency for clients. The financial services company needed a better way to handle the varied billing processes for its third-party vendors, many of whom had specific demands that required extensive manual work by Triumph's billing team.

It wanted to replace the current manual process that required five to seven people and took two hours per day to complete.

Since Triumph's forward-thinking use of technology is something that sets it apart in the marketplace, it was important that the billing process be efficient and consistent. The company also wanted to free up team members to work on higher-value projects.

After reviewing other solutions, Triumph decided that robotic process automation (RPA) was the best option to meet its needs.

While other RPA vendors it reviewed required hiring additional in-house resources to support their automated workflows, it found that Xerox® Robotic Process Automation (RPA) Service is a turnkey, end-to-end solution fully supported and serviced by Xerox.

> "Now that we have freed some time for them, they can be deployed to other areas of the business that previously we couldn't without having to hire more people."
>
> — **Clarie Workman**,
> VP of Business Information

THE SOLUTION

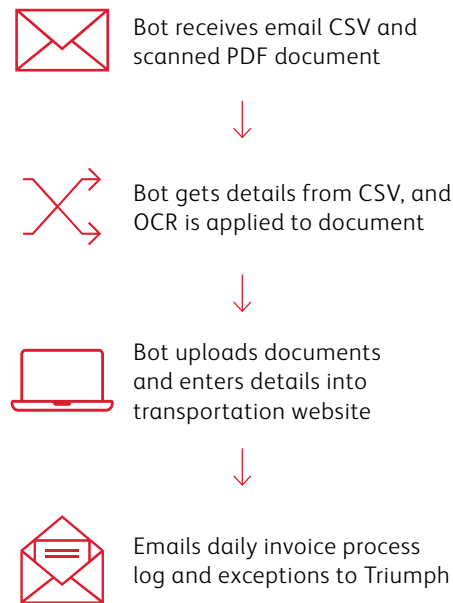### Bots that put manual processes on autopilot

When it looked at possible billing solutions, it found that each had gaps in meeting Triumph's specific needs, notes Clarie Workman, Vice President of Business Information. The company decided to seek out a robotic process automation solution (RPA) instead.

Workman says the company chose Xerox® Robotic Process Automation because it offers an easy-to-implement, all-in-one solution. Xerox® RPA is the one-stop-bot-shop their team was looking for to help transform their invoice processes.

The Xerox Business Solutions team designed, implemented, and supported the bot without intervention from Triumph's internal resources. The company also found the Xerox team to be responsive and easy to work with.

"They support it, they service it, so it is a turnkey solution," she says.

How their bot-powered process works now:

✉ Bot receives email CSV and scanned PDF document

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✕ Bot gets details from CSV, and OCR is applied to document

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💻 Bot uploads documents and enters details into transportation website

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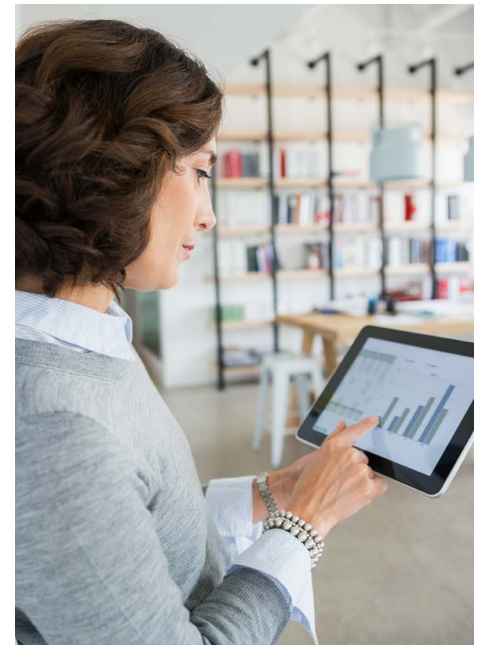✉ Emails daily invoice process log and exceptions to Triumph

THE RESULTS

Doing more with less

Triumph is now able to get more done in less time with fewer resources. Immediately, they experienced notable time savings, taking the process from 50-70 hours to only 2.5 hours of work per week.

- Overall, Triumph experienced a 96.5% reduction in time spent on invoice processing with Xerox® RPA Service.

- What was once done manually now runs automatically, overnight. When their team comes in the next day, the work is complete.

- Now, the workflow only requires one employee and only takes 30 minutes per day. There was no need to hire additional resources to support the solution.

- Their team can now focus on higher-value work while the bots handle routine, manual processes.

As the company's needs change, Xerox RPA can also, "Adjust and mold as you need it to mold," Workman says.

Learn more at **xerox.com/rpa**.