

Invoice Dispute Analytics



Problem Statement

One of our Fortune 500 clients had challenges managing disputes where they had to check the contracts among several vendors. With every contract differing among vendors based on various factors, the client had to get the contracts audited for every single invoice and check if the billing was right or wrong.

They previously used a solution to tackle this problem by tracking the invoices that showed the same billing even if the order got changed. This led to the vendor keeping on billing with the same charge and missing the disputes.

There was another issue related to amendments. Whenever a new order is coming in, it has to be checked and verified that the billing is right.

Approach and Solution

- Contracts and related tables are stored in Azure Blob Storage.
- They were then sent to Azure Cognitive Vision for OCR and Form Recognizer to convert them into structured data and perform text analytics.
- The extracted data is then passed through Azure Search and Text Analytics for indexing and analysis.
- The processed data is ingested using Data Ingestion Pipelines in Azure Synapse Analytics, which is event-triggered and scheduled for efficient data flow.
- This data is stored in Provisioned SQL Pools or On-Demand SQL Pools within Synapse Analytics, ensuring that it is ready for further processing.
- With the help of Azure Databricks, the data undergoes additional processing and structuring for better insights.
- Azure Active Directory manages secure access and single sign-on, while the data is made available through APIs for consumption.
- Logic Apps automate workflows, and the results are visualized through a dashboard built on React-JS, while a chatbot provides an interactive user interface.

Benefits

- \$34M dispute filed in last 1 year
- Dispute win rate increased from 82% to 91%
- 20% time saving to audit and create disputes
- Invoice coverage increased from 78% to 95%

