

Company: WNS, Mumbai, India

Nomination Submitted by: WNS North America Inc.

Company Description: WNS delivers an entire spectrum of BPM solutions including industry-specific offerings, customer experience services, finance and accounting, human resources, procurement, and research and analytics to re-imagine the digital future of businesses.

Nomination Category: Product & Service Categories - Business Technology Solutions

Nomination Sub Category: Artificial Intelligence/ Machine Learning Solution - Financial

Nomination Title: WNS AP TRAC R3

1. Which will you submit for your nomination in this category, a video of up to five (5) minutes in length about the the nominated new or new-version product or service, OR written answers to the questions for this category? (Choose one):

Written answers to the questions

2. If you are submitting a video of up to five (5) minutes in length, provide the URL of the nominated video here, OR attach it to your entry via the "Add Attachments, Videos, or Links to This Entry" link above, through which you may also upload a copy of your video.

3. If you are providing written answers for your submission, you must provide an answer to this first question: If this is a brand-new product, state the date on which it was released. If this is a new version of an existing product, state the date on which the update was released:

This is a brand new product that went live on November 8, 2024.

4. If you are providing written answers for your submission, you must provide an answer to this second question: Describe the features, functions, and benefits of the nominated product or service (up to 350 words):

Total 335 words used.

WNS AP TRAC R3 is a next-generation, AI/ML-powered solution utilizing AI-driven multi-channel invoice ingestion from emails and manual inputs, and advanced Intelligent Data Processing IDP for precise data extraction.

Detailed below is how it completely transformed a largely manual F&A process for a leading travel and hospitality company that serves more than half-a-billion guests annually across three continents. Their baseline Finance & Accounting function was highly fragmented, with 32 Business Units, 5 PO systems, highly manual processes and data file manipulation, use of 11 different applications. This resulted in material end-to-end process inefficiencies, increased error rates, controls and compliance risk and workforce overtime burden. Resultant business challenges included:

- Multiple mailboxes and non-standard invoice inputs with 100% manual processing
- Limited visibility and management of exceptions, affecting 15% of overall invoice flow
- High volume of vendor inquiries 75% due to lack of invoice status visibility
- No control over duplicate invoices causing revenue leakages
- Increased operational expenses due to redundant workflow steps

Solution:

Deployed to overhaul the process, WNS AP TRAC R3 does the following effectively:

- Leverages ML models to classify invoices by type, vendor and priority, requiring minimal training data sets
- Automates purchase order and goods receipt matching through intelligent logic, ensuring 100% accuracy in validation
- Implements supplier-based auto GL coding using AI/ML predictive analytics
- Automates approval workflows, ensuring faster processing and reducing turnaround times
- Detects duplicate invoices, prevents over payments through predictive modelling, and offers real-time insights via SLA dashboards and analytics, helping monitor and control financial operations proactively

It resulted in faster invoice processing; flexible user interface and zero downtime during deployment.

The business case for implementation is structured on a 5-year basis, during which it is expected to deliver cost savings of \$1.7 M \$0.7M realized so far by reducing third-party costs and eliminating legacy-licensing fees.

It has also led to a 32% increase in productivity, driving significant FTE savings, through process automation.

IDP accuracy improved from 45% to 85%, with 100% automated GL coding of invoices.

5. If you are providing written answers for your submission, you must provide an answer to this third question: Outline the market performance, critical reception, and customer satisfaction with the product or service to date. State monetary or unit sales figures to date, if possible, and how they compare to expectations or past performance. Provide links to laudatory product or service reviews. Include some customer testimonials, if applicable (up to 350 words):

Total 72 words used.

Client Feedback/Testimonial – “WNS AP TRAC R3 has transformed our business operations, delivering increased efficiency and accuracy. The seamless integration and modern capabilities, such as better visibility for our users, have significantly enhanced the efficacy of our invoice processing resulting in greater customer satisfaction. We are pleased with the transformative impact WNS AP TRAC R3 has had on our organization.”

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Attachments/Videos/Links:

[WNS AP TRAC R3](#)

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