

Online Document Processing

Client Background

The customer provides accounts payable automation software as a service to the world's largest and most recognized companies.

Client's Challenge

The customer offers the following services to its customers:

- Mailroom Automation: To access documents anywhere, avoid interruptions, and focus AP on strategic work. A fully centralized digital mailroom solution eliminates duplicate resource and departmental inconsistencies.
- Invoice Capture: To capture key information for every invoice. The data capture solutions populate required fields using agreed business rules.
- Business Rule Automation: As more and more invoices are processed; the proprietary rules engine works smarter. AI and machine learning technologies are overseen by human operators to reduce exceptions and invoice automation process time.
- AP Workflow: Online web application tailored to unique business needs per customer for coding automation and AP workflow approval.
- ERP Integration: Automated accounts payable integrated with customer's ERP system.
- AP Payment Solutions: Streamline processing in AP department to increase efficiencies and reduce cost.

The customer was looking for software outsourcing partner to help them with their AP workflow automation process.

- Dashboard Analytics
- Automated Routing for Coding
- Real time Business Rules Data Validations.

- Uncluttered and simplified AP workflow Automation.
- Efficient Email Summary, Reminder, Escalation system.

When the customer approached to us with their challenges, We have with their existing technical capabilities suggested solution of building a customized web application – ODC (Online Document Center)

The Our Approach

We captured this innovative model of AP Outsourcing, analyzed business requirements and provided approach for the implementation. We also understood that they must approach it in a better way because at customer, they just plan to make everything better.

Considering changing demands of technologies We came up to the customer and started implementation of ODC (Online Document Center) Which is a fully customizable Accounts Payable Workflow web application, built using Asp.Net Framework and now some of the modules are migrated to .Net Core technology with optimized user experience, cross browser usability, email services and provided the most comprehensive view to the customers.

We have is in process of migrating the various processes to the Azure cloud space for the following reason the various reasons like Ability to scale on demand, Flexibility, Cost Competitive, Hybrid Capability.

Displaying Images of various format in browser was quite a tedious task. We has improved development methodologies and integrated 3rd party HTML5 based document viewer that provides the ability to display various formats of Images inside a browser without any com component installation.

Successful outcomes and results

- New Customer Configuration

Earlier, it was a lengthy process to integrate new client in the business and was taking months to put the client on board but working with our, time to integrate new client has been reduced from months to a week. We developed a user friendly easy to use Windows application for customer configuration and automated repetitive configuration with pre-defined templates.

- Quick resolution to critical customer issues

Less than 2 hour of turnaround time for critical customer issues with 24x7 availability which helps in to improve customer service and to gain competitive advantage.

- Integration of PrizmDocAPI Viewer which provides users with responsive file viewing without the need to download plugins or open any other applications. The HTML5 document and image viewer provides support for 100+ file types.
- Efficiently Integrated a complete CI (Continuous Integration) CD (Continuous Deployment) process for software component release using Azure Devops.

We with its experienced capabilities, excellent way of working, 24*7 support helped customer to serve their customers more efficiently.

Technology used

- Front End Framework
 - BootStrap, Angular
- Entity Framework
 - Code First Approach, Model First Approach
 - Lazy Loading, Eager Loading
- ASP.NET Core
 - MVC Web Application, REST API, Razor Pages
 - Middlewares, Filters & Attributes
 - Windows Apps / Services, WPF/WCF Apps
- Development Skills
 - HTML5, CSS, Javascript, JQuery, TypeScript
 - GIT Version Control (VSTS), HTTP/HTTPS Protocols
- Database

- SQL DB, Azure Cloud DB
- SQL Reporting Service, SQL Integration Services, SQL Replication
- Power BI Reports
- SOLID
 - Single Responsibility Principle (SRP), Open closed Principle (OSP)
 - Liskov substitution Principle (LSP), Interface Segregation Principle (ISP), Dependency Inversion Principle (DIP)
- Azure
 - Azure Boards, Azure Repos, Azure Pipelines
 - Azure Test Plans, Azure Artifacts, Azure Functions
 - Azure Web App / Web API, Azure Storage / Service Bus
- Testing
 - White Box Testing, Black Box Testing
 - Automation Testing using Selenium