

CONTEXT

- Automate low-value and time-consuming tasks in the processing of supplier emails.



KEY FIGURES



of emails have attachments to open



of emails not part of proposed handling solution



of emails have simple requests

CHALLENGES

- The accounting service for suppliers for a large public services company was receiving a **large amount of incoming email**.
- With no way of analyzing the content, **accountants had to open and look at each email and its attachments** – mainly invoices – before being able to allocate and deal with it. It was time consuming for the organization, and also leading to deteriorating relations with suppliers.
- Furthermore, despite growth in the company's activity, particular attention was being paid to **structural costs**.

WHY did they choose OWI ?

- The features in OWI.Mail make it possible to resolve all of the email difficulties the company was experiencing: automatic routing, answer assistance, automated answers, connection to third-party solutions.
- OWI suggested trying an experimentation approach – the Client Relation Diagnostic. The organization was able to decide for itself about the real optimization possibilities for supplier relations. OWI presented options on how to easily test the solution within a first, pilot perimeter.
- OWI's solution was rolled out directly in the company's infrastructures and connected to accounting data sources to be able to provide the automation.

PROJECT STAGES

- Client Relation Diagnostic to frame the project and validate possible optimizations
- Pilot project to confirm the use of the solution on real cases
- Progressive generalization across the organization



BENEFITS

OWI.Mail has been deployed on the Client's infrastructure: reading of attachments and interrogation of the IS to automatically produce invoice statements, analysis of emails for prioritization and automatic routing, response assistance on incoming and outgoing emails, providing activity monitoring tables on the email channel.



of time saved in
handling email



of invoice statements
automatically produced



of dynamic
improvement in routing