



Transforming Operations for a Global Manufacturing Leader

38%

Reduction in Invoice Rework

21%

Improvement in On Time Order Fulfillment

\$4.2M

in Annual Cost Savings

OVERVIEW

Client: Global Manufacturing Leader**Industry:** Industrial & Consumer Manufacturing**Geography:** North America, EMEA, APAC**Employees:** 25,000+**Processes:** Order Fulfillment, Procure-to-Pay, Inbound & Outbound Logistics, Billing**Systems:** SAP (S/4 Hana, VIM, Fiori, Ariba)

Challenges

This Global Energy Leader, one of the world's largest utility companies, faced growing operational complexity across its digital transformation programs.

As it expanded its use of SAP and Salesforce to support grid modernization, customer service, and field operations, the company needed a better way to measure process efficiency and identify performance gaps across critical value chains.

Critical key initiatives and issues included:

- **Lack of visibility into order-to-cash and procure-to-pay processes** across global operations, resulting in inconsistent service levels, delayed order fulfillment and customer frustrations, and disputes with suppliers for late invoice payment and errors in delivery.
- **Manual workarounds and continuous exceptions** disrupted flow in procurement, billing, and logistics, causing bottlenecks and increased operational costs.

Solution

The company partnered with **Apromore to gain real-time process intelligence** across its supply chain from procurement through to billing, enabling data-driven improvement and greater operational alignment. Using Apromore's no-code process mining platform, the **organization mapped end-to-end supply chain processes** from different SAP systems (S/4/Hana, VIM, Fiori, Ariba) capturing business processes such as order fulfillment, inbound & outbound logistics, procure-to-pay, and billing across multiple markets.

Apromore helped surface **root causes of key performance gaps**, such as late deliveries due to issues with delivery estimation, invoice rework, recurrent maverick buyers, delayed goods receipt, double payments and late payments to suppliers, and inconsistent approval paths across procurement teams.

Results

By deploying Apromore across its supply chain operations, this manufacturer achieved measurable impact in just a few short months:

38% Reduction in Invoice Rework

Through root cause analysis of mismatches and exception flows in the P2P process

21% Improvement in On-Time Order Fulfillment

By identifying shipment delays caused by manual steps in outbound logistics and streamlining approval workflows.

\$4.2M in Annual Cost Savings

Through improved supplier performance, optimized freight handling, and reduction in manual effort across billing and procurement.

Standardized Processes Across Multiple Countries

Using process variant analysis, the organization identified and implemented best-practice fulfillment and procurement flows across worldwide manufacturing distribution hubs.

Conclusion

With Apromore, this global manufacturing leader turned its supply chain into a competitive advantage gaining visibility, eliminating inefficiencies, and aligning global teams around real-time performance data.

Today, operations leaders can pinpoint issues as they emerge, simulate improvements before deploying them, and drive scalable impact across the value chain, from procurement to billing.

Apromore gave them not just insight, but results. Let us show you how we can do the same for your organization.



About Apromore

The Apromore™ platform is an easy-to-use, fast-to-deploy AI-driven process intelligence solution that enables business and technology teams to quickly visualize and analyze their business processes, and simulate proposed changes prior to implementation in order to measure impact and risk.

The result of over a decade of extensive research and innovation from leading universities, the Apromore platform includes no-code features and a simple UI that continuously delivers new insights into operational performance and compliance.

For more information, visit <https://apromore.com>