

Document Automation sparks a new era in Jemena's operations

12K

hours saved
in 5 months

99.9%

accuracy in
documents processed

87%

improvement in
job satisfaction



“ Document Automation has significantly reduced invoice duplications, allowing us to process parked invoices from our 3,300 vendors on the same day. This improvement gives us incredible leverage in contract renegotiations, leading to more favorable agreements and enabling us to deliver greater value to our customers.

Siew Kiat Tai
Enterprise Development
Manager

Challenge

A legacy accounting system was becoming too costly to maintain. With an expected invoice surge and limited staffing, Jemena was compelled to seek new technology to streamline invoice processing and sustain its booming operations.

Solution

Given that it could orchestrate alongside SAP, Jemena introduced an automation powered by Document Automation and running on AWS to extract and classify data contained in PDFs. In doing so, invoice processing was completely revitalized, reducing parked invoice turnaround from 8 days to same-day. By applying automated solutions enhanced with Document Automation to solve daily problems, the Jemena automation team has generated immense value for the company, and the lean staff has expressed significant workload relief.

Outcome

With Document Automation, Jemena processed 170,000 documents in six months. This resulted in thousands of work hours saved, reduced errors and duplications, and boosted employee job satisfaction. It also strengthened vendor relationships, giving Jemena leverage in contract renegotiations. This innovative optimization allows Jemena to allocate more resources to projects that support sustainable capacity-building in burgeoning communities and its transition toward renewable energy sources.



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