

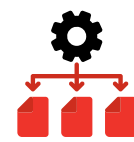
# From 75 FTEs to 35: How an LTL Transportation Company Transformed Carrier Invoice Operations with AI Automation



## THE CHALLENGE

- **Manual, labour-intensive invoice processing** — 75 FTEs required to process 75,000 carrier invoices each month, with no clear path to greater efficiency
- **Significant backlogs during peak season** — Volume spikes overwhelmed the existing model, creating processing delays and operational risk during the company's highest-demand periods
- **Documentation variability demanded manual process** — Diverse carrier invoice formats and documentation types required manual handling, making consistent, scalable processing impossible

## OUR SOLUTION



### AI-Powered Document Classification & Data Extraction

Integrated directly with ServiceNow as the invoice source; AI engine automatically classifies and extracts data from diverse carrier invoice formats with 95% accuracy



### 75+ Use Case Processing Algorithm

Purpose-built to handle the full range of carrier invoice scenarios at scale, ensuring consistent processing regardless of volume, format, or complexity



### No-Touch Vouchering

A rules-based automation engine that processes qualifying invoices end-to-end with zero manual touchpoints, enabling 35% of total volume to flow through without human intervention.

## IMPACT

01

- **Reduced invoice processing headcount by 53% — handling the same volume at significantly lower cost**

02

- **35% of total volume now flows through fully automated, end-to-end no human touchpoints required**

03

- **95% accuracy in document classification and data extraction across all carrier invoice types**
- **20% cost savings compared to the prior manual processing model**