

Industry

Higher Education

Customer Since

2017

Focus & Implementation Highlights

- Digital Mailroom
- Contracts to Settle

Products Implemented

-  JAGGAER One Platform
-  Invoicing

Since completing the optimization, the higher-ed customer has accomplished:

- **40%** No-Touch Invoices of Total Invoice Volume (Double from the previous FY).
- **66%** of DMR Invoices No-Touch (Increase from 0%)
- **9 Days ↓** Average invoice approval time.

[Access All Success Stories](#)

Enhanced Operations to Increase No-Touch Invoices

Business Challenge

This higher education customer utilizes JAGGAER Digital Mailroom to automate 25% of their overall invoice volume. Digital Mailroom is a fully-automated invoicing solution which removes the burden of manual entry from the customer. This customer however was reviewing each invoices in JAGGAER coming from the Digital Mailroom solution. This caused bottlenecks in the process resulting in longer than needed cycle times. The customer needed to make operational changes to reduce the number of invoices they review.

Approach to Solve

JAGGAER Customer Success Manager conducted an assessment that included KPIs pointing to areas for improvement and Digital Mailroom best practices.

After discussions, the areas for improvement and the advised solutions were agreed upon.

Solution

To eliminate the unnecessary review of Digital Mailroom invoices, this higher education customer turned off their “No Notifications” step. This is a step used to review Digital Mailroom invoices which do not have a flag stating there’s an issue to resolve before processing.

