

Grace

Case Study

TUNGSTEN
AUTOMATION

GRACE

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Bogged down by paper and manual processes, Grace replaced a homegrown system with Tungsten Automation's intelligent AP solutions to streamline invoice processing, integrate more deeply with SAP, and optimize global operations. The result? Dramatic efficiency gains, improved visibility, and annual savings of over \$500,000.

The Challenge

Grace's North American division was once supported by 13 AP clerks processing more than 20,000 invoices monthly. Excessive paper handling, manual data entry, and a lack of SAP integration created inefficiencies and compliance risk. Over 60% of invoices were lost during processing, highlighting the urgent need for automation and visibility. Grace's leadership recognized the opportunity to eliminate manual workflows and unify operations under a standardized global solution.

GRACE



"Process Director is one of the best tools I've seen in the AP area—everything is seamlessly available in the cockpit, from invoice dates to approval details, enabling streamlined analytics. With one user ID, we're supporting nearly 100,000 users, making a significant impact on our operations."

Ashwini Metuku, ,
Principal Solution Architect, Grace

Founded more than 150 years ago, [Grace](#) is a global leader in specialty chemicals and materials. With 6,000 employees across 40 countries and \$3.2 billion in annual revenue, Grace's innovations play a critical role in industries ranging from petroleum refinement to food packaging and infrastructure..

- Countries: 40
- Employees: 6,000
- Annual Revenue: \$3.2B
- Annual Invoices Processed: 440,000+
- Shared Services: North America & Manila

PRODUCTS IN USE

- Tungsten ReadSoft Invoices
- Tungsten Process Director

INTEGRATION

- SAP
- Ariba
- SAP Analytics Cloud (SAC)

The Solution

Tungsten Invoicing

Tungsten invoicing eliminated manual data entry by extracting and validating invoice information using intelligent OCR. The solution enabled 3-way matching against SAP purchase orders and master data, reducing errors and routing verified invoices directly into workflow. Michele Blessing, former Global AP Manager, explained:

"The process is simple. Once we get the invoice, we push it through the solution into verification. It gets verified and then auto-posts if possible. If not, we start workflows for approvals, coding, PO updates, or freight. Then when it comes back, we post it and process it for payment within terms."

Tungsten invoicing became the foundation for high-accuracy data capture and seamless invoice validation, supporting faster turnaround and stronger vendor communication.

Tungsten Process Director

In parallel, Grace has used Tungsten Process Director since 2007 as the central AP cockpit for routing, approvals, compliance tracking, and visibility. With Process Director, AP teams gained real-time access to invoice, vendor, and PO data across departments—empowering nearly 100,000 users through single sign-on access without

increasing SAP license costs. Process Director also integrates with SAP and Ariba, allowing for consistent, automated workflows across procurement and AP. The interactive cockpit supports exception handling, recurring invoice management, and comprehensive audit tracking. Data captured via Tungsten invoicing feeds directly into Process Director, where workflows are executed and analytics are monitored via SAP Analytics Cloud (SAC).

Global Rollout and Shared Services Consolidation

In 2009, Grace expanded globally with invoicing from Tungsten, consolidating two primary AP centers into a shared services hub in Manila. AP was one of the first departments to centralize operations, and today, the North American and Manila teams process approximately 440,000 invoices per year. A two-week training program and a seamless upgrade supported a smooth transition, which was described as '100 percent successful' and transparent to both users and executive leadership.

Results

By deploying invoicing from Tungsten and Process Director together, Grace achieved measurable, global improvements:

- **Cost per invoice** dropped from \$7 to \$1.50 in Asia and Europe, and from \$5 to \$2.25 in the U.S.
- **Best-in-class** cost per invoice reached \$0.95
- **Invoice cycle time** reduced to 2–2.5 days
- 83% of payments are now processed **electronically**
- **Discount capture rate** improved from 40% to 85%
- **Annual savings** of \$500,000
- **Complete visibility** to monitor SOX compliance and manage audits
- **Consolidated**, accountable source for all global payables
- **Improved** vendor relationships and negotiations

Grace continues to improve vendor participation, with 65% of North American vendors now submitting invoices directly to AP rather than local sites—a model the company is working to expand globally to further streamline processing.

Future Outlook

Grace is exploring ways to enhance automation further by evaluating robotic process automation (RPA) integration with SAP and considering future upgrades to Process Director that align with evolving cloud and Ariba strategies.

Read more stories of success from our global customers at www.TungstenAutomation.com

“A lot of customizations we had are now standard with Tungsten invoicing, and we wanted to take advantage of that.”

Michele Blessing,
Former Global AP Manager, Grace

About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

To learn more, visit www.TungstenAutomation.com

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