

KnowledgeFlow

AI-powered procedural guidance for financial operations

Turn scattered procedures into clickable workflows

CONTEXT



THE PATTERN

High-complication, low-complexity operations suffer from knowledge chaos. Financial operations teams —AP clerks, fraud analysts, reconciliation specialists— spend 40-60% of time searching for procedures



FRUSTRATION

But procedures for handling exceptions?
Scattered, outdated, or in someone's head
Information incomplete = errors, delays, vendor friction



SHIFT

Deliver in-the-moment, structured guidance inside the user's embedded in their existing workspace.
AI allows us to build a scalable solution

EXCEPTION VOLUME & TIME WASTE

Only 32.6% of invoices achieve straight-through processing—meaning 67%+ require some human intervention. Average processing time: 9.2 days¹

SCATTERED DOCUMENTATION

Procedures scattered across SharePoint folders, email threads, outdated training docs, and 'tribal knowledge.'²

HIGH ERROR RATES & REWORK

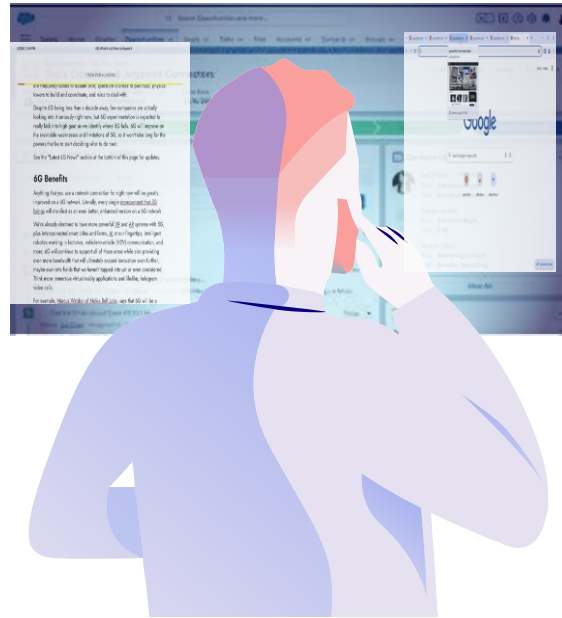
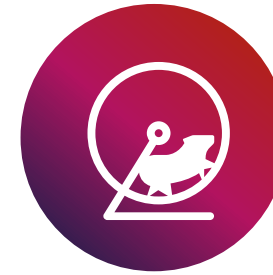
70% of organizations report AP error rates of 5% or more. 88% of manual AP documents include erroneous data-entry occurrences.³

SHORTCUTS & ESCALATIONS

Even with 63% automation adoption, organizations still require manual workarounds for exceptions. Senior staff become bottlenecks answering repetitive 'How do I handle this?' questions".⁵

LONG ONBOARDING

New AP clerks take 3-6 months to become proficient. Common complaint: 'No training, expected to learn on your own'.⁴



THE PROBLEM: DEEP DIVE

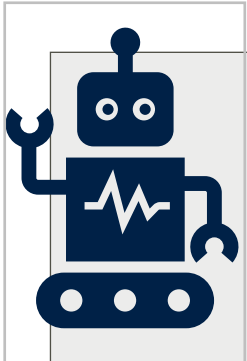
THE SOLUTION



KNOWLEDGE MANAGEMENT AND AUTOMATION

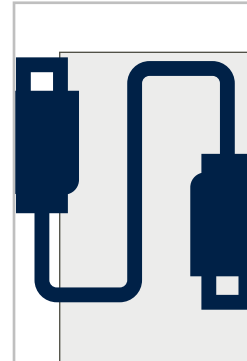
KNOWLEDGE MANAGEMENT AND AUTOMATION LANDSCAPE

WHERE WE FIT



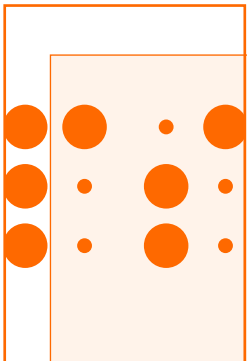
FULLY AUTOMATED

- 0% human involvement
- RPA / Traditional Automation (UiPath, Automation Anywhere)
- Pure rules: "If invoice matches PO exactly, auto-approve"
- Requires complete knowledge and no judgement



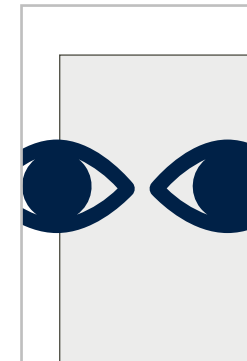
AGENTIC AUTOMATION

- AI decides within bounds
- Zora AI, UiPath Agents
- Autonomous decision making within bounds. Unique problem solving, not exception handling
- Can tolerate some knowledge gaps but will make mistakes



GUIDED HUMAN WORK

- 70-80% procedural, 20-30% judgment
- Human decides with procedural guidance: "Vendor dispute + price change + new contact = escalate to manager"
- Can tolerate lot of knowledge gaps since judgement is involved but slows everything down



KNOWLEDGE REFERENCE

- Search & Retrieve
- Guru, Confluence, SharePoint
- Ad-hoc lookup: "What's our vendor dispute policy?"
- Knowledge exists but everywhere and nowhere at once

THE VISION AND SOLUTION

Deliver faster, more consistent support experiences by guiding AP analysts through clear, interactive procedures, embedded directly in the workflow. Reduce and eliminate search through PDFs, outdated wikis, or tribal knowledge.

LIVE CLICKABLE FLOWCHARTS

Multiple live clickable decision tree like flowcharts for effortless guidance

AI SUPPORTED INGESTION AND CONVERSION

Ingests scattered SOPs and docs to generate dynamic, clickable flowcharts

DATA INTEGRITY MAINTENANCE

Knowledge availability is democratized and available inside ERP once data is synced across systems

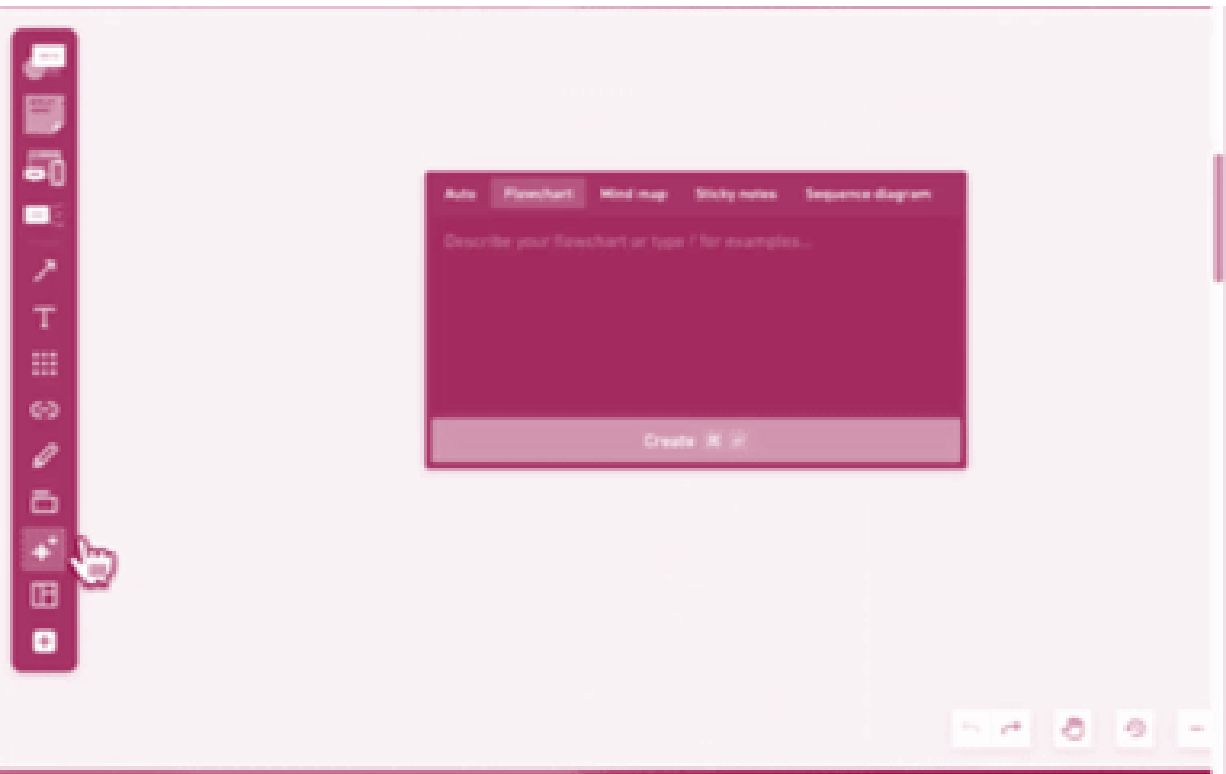
AUTO PROMPTING WITH CONTEXT AWARENESS

Launches relevant flows based on PO mismatch, pricing issue, or analyst input

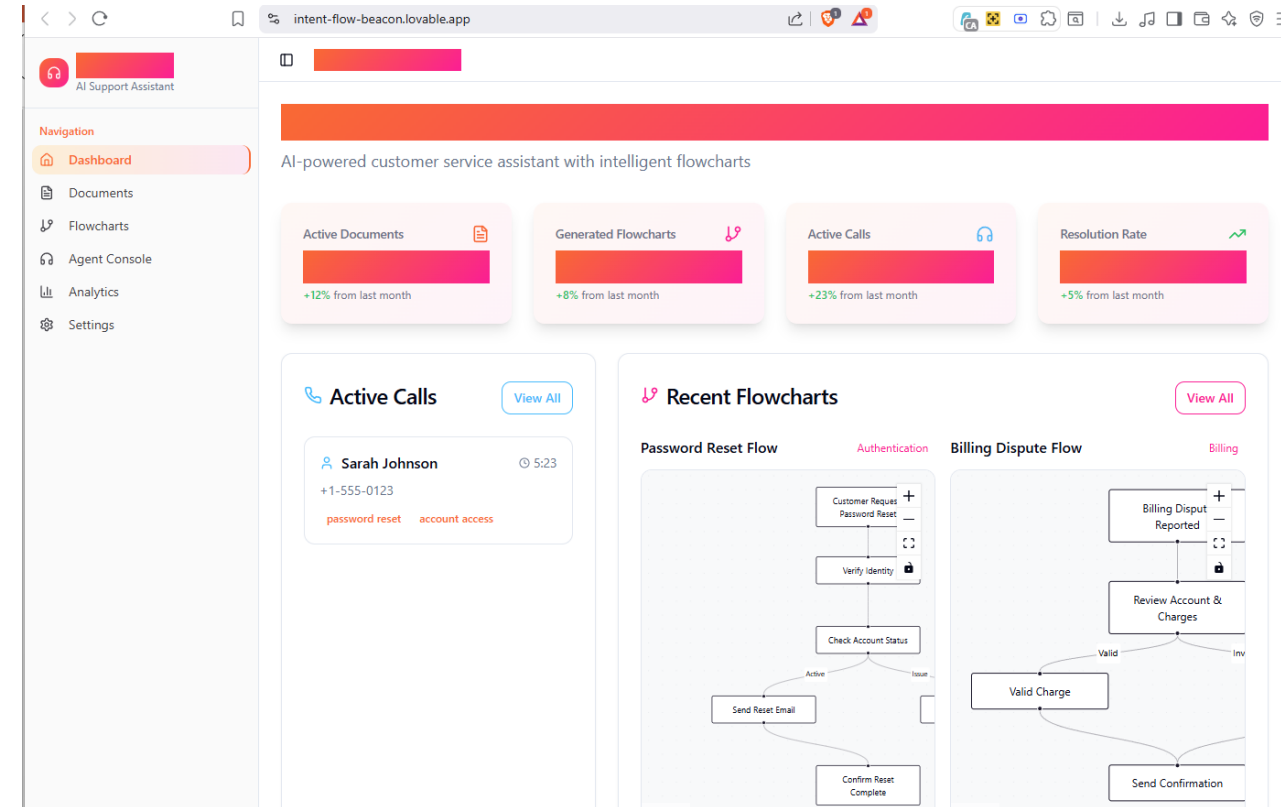
STANDARDIZATION AND UPDATES

Keeps itself fresh with feedback from real cases. Allows live edits without engineering support. Comments allow everyone to see latest info

THE VISION AND SOLUTION (Wireframes)



NLP Flow chart Builder cuts the overhead



AP Analysts get relevant exception workflows auto-prompted based on invoice type and issue detected

COMPLETE FEATURE LIST

(Refer Appendix for complete list and description)

CONTENT INGESTION & AUTHORING

- Ingestion Wizard
- Auto Tree Builder
- Drag-and-Drop Tree Editor
- Branching Logic & Required Steps
- Collaborative Editing
- Feedback and Context Maintenance

IN-CONSOLE ANALYST GUIDANCE

- Native Web Component
- Contextual Launch Rules
- “Next Best Guide” Recommendation
- Inline Rich Media
- Analyst Notes Auto-Draft

AUTOMATION & ADOPTION

- Apex / Flow Triggers
- External API Calls
- In-Product Coach Marks
- Gamified Badges
- Multi-language & RTL Support
- Template Gallery

INSIGHT & OPTIMIZATION

- Event Telemetry
- FCR Impact Dashboard (CRM Analytics)
- Path Drop-off Heatmap
- Content Freshness Alerts
- A/B Test Harness

GOVERNANCE & SECURITY

- Connect access controls to Roles
- Audit Log & eDiscovery Export
- Content Certification Workflow
- Versioning and Rollback

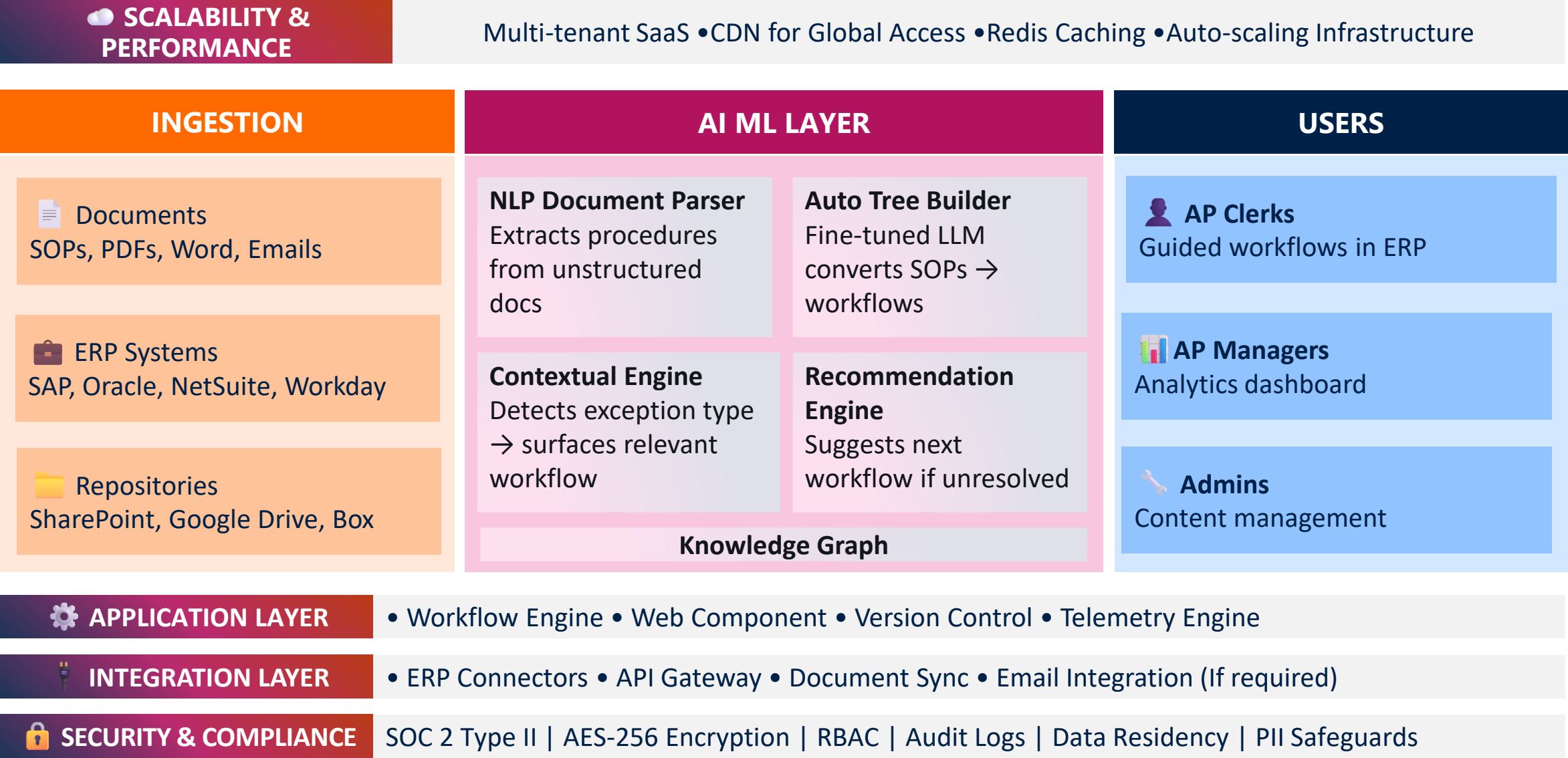
EXTENSIBILITY & OMNICHANNEL

- Customer-Facing Widget
- Mobile SDK
- Open REST/GraphQL API
- Sandbox & Release Management
- Offline Caching Mode

MVP FEATURE LIST AND RATIONALE

Capability Cluster	Capability	Feature Description	Notes / Rationale
Content Ingestion & Authoring	Drag-and-Drop Tree Editor	No-code Visual canvas to add, delete, rearrange nodes, link media, and preview agent view.	Must be no-code so SMEs can own content
	Auto Tree Builder	Automatically builds flowcharts using AI Model fine tuned for this work.	Eliminates heavy manual re-authoring – a top blocker called out in research
	Branching Logic & Required Steps	Radio / picklist / text-input nodes that block advance until mandatory info captured.	Ensures SOP compliance
	Ingestion Wizard	One-click upload of PDFs / DOCX / PPT; NLP parses headings & flow-chart arrows into a draft decision tree.	Essential component,
In-console Analyst Guidance	Native Flowchart view in Web Component	Show and Launch the flowcharts natively inside the console	Lower context-switching; key advantage over pop-up tools
	Contextual Launch Engine	Auto-lists the relevant guide based on detected intent	Drives adoption through ease of use
Insight & Optimization	Event Telemetry	Log Guide Opened, Node Visited, Drop-Off, Completion.	Feeds FCR uplift dashboard
	FCR Impact Dashboard (CRM Analytics)	Correlate guide usage with FCR, AHT, Escalations, CSAT.	Makes ROI obvious to exec sponsors
Automation & Adoption	In-Product Coach	Walkthrough overlay teaching agents how to launch/use guides.	Accelerates front-line uptake
	Template Gallery	Pre-built flows for common support scenarios (password reset, billing dispute).	Jump-starts adoption for new customers
Governance & Security	Connect access controls to Roles	Separate creator, approver, publisher roles; supports delegated admins.	Meets enterprise IT policies

TECHNICAL ARCHITECTURE



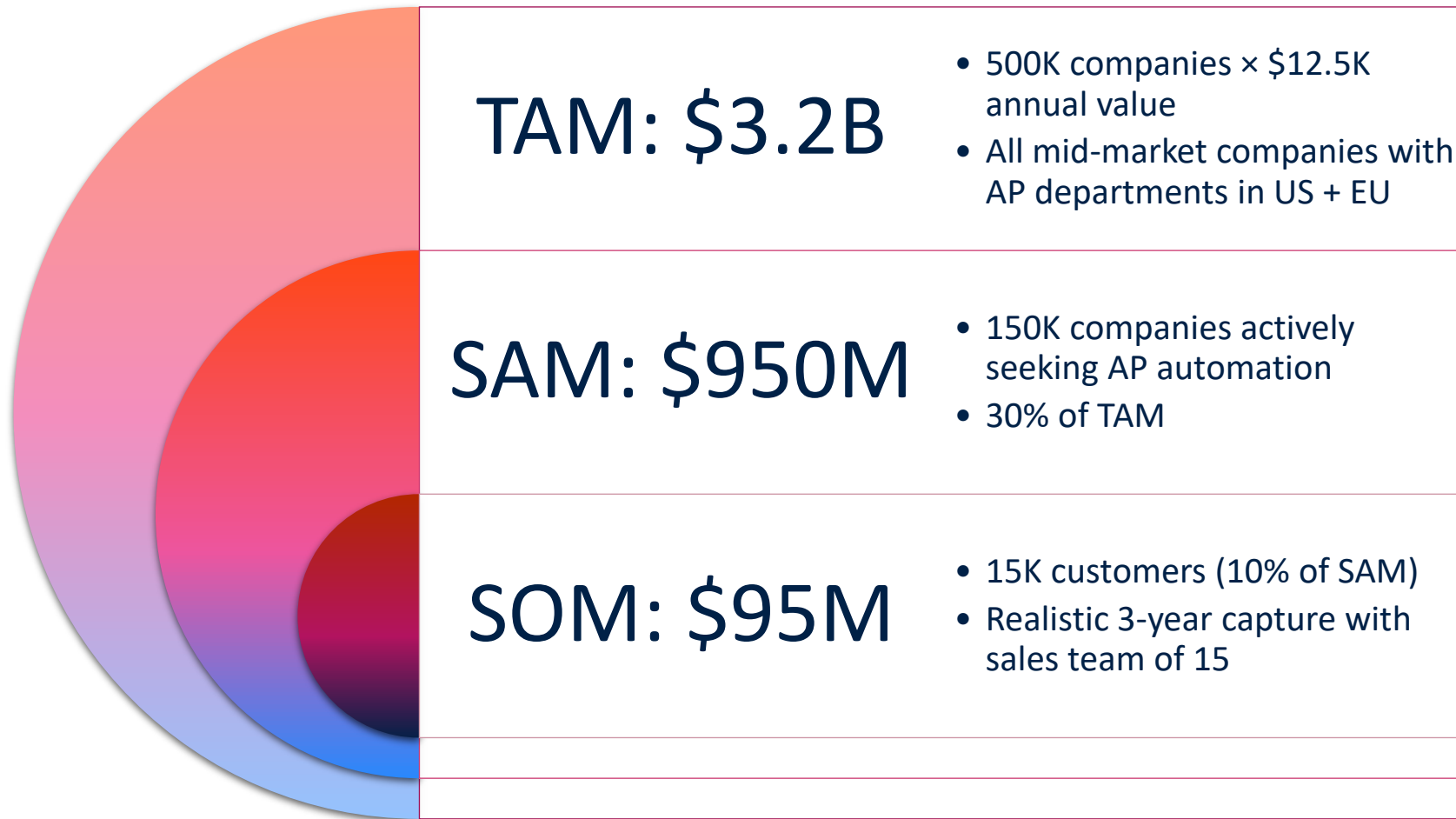
BUSINESS MODEL: PRICING

BASIC TIER (\$50/user/month)	PROFESSIONAL TIER (\$75/user/month)	ENTERPRISE TIER (\$100/user/month)
All Content Ingestion & Authoring and In-Console Guidance features	Everything in Basic, PLUS: analyst Notes Auto-Draft	Everything in Professional, PLUS: Automation, Advanced Optimization: A/B Test Harness
1 integration included	Automation & Adoption Features	Full Governance & Security Features
Basic analytics (Event Telemetry)	Advanced Analytics	Full Extensibility & Omnichannel Features
Onboarding support for 1 use case	Onboarding support for 5 use case	Onboarding Support for upto 20 use cases
Standard support	Onboarding support for 3 use cases	White-glove onboarding & dedicated CSM

Pricing Justification:

- AP clerk fully loaded cost: ~\$50K/year | 30% efficiency gain = \$15K annual value per user
- At \$100/user/month (\$1,200/year), customer sees **12x ROI**. Strong ROI
- Exception resolution time reduction (30%) pays back in < 6 months
- Below enterprise platforms (ServiceNow, Pega) that require heavy implementation, Above basic knowledge tools (Guru, Notion) that lack procedural workflow
- Mid-market sweet spot: sophisticated enough for exceptions, simple enough for fast deployment
- Comparable to specialized workflow tools (Tonkean)

BUSINESS MODEL: MARKET SIZE



Key Assumptions:

- AP team sizing: 5-10 FTEs typical for mid-market companies (50-500 employees), using 7 as average
- Pricing: \$75/user/month (below enterprise tools at \$100-150, above basic knowledge management at \$10-30)
- Market readiness: 30% actively seeking AP automation (industry standard for 18-month buying window)

Note: Conservative sizing based on AP only. Pattern applies to 8+ adjacent use cases (contact centers, fraud investigation, loan processing, etc.)

PRODUCT VALIDATION DEPLOYMENT AND GROWTH: CUSTOMER FUNNEL

Target Customer	Stage	Core problem solved	Lead metrics
Mid-sized enterprises with high AP intervention rates [low ISR]	Acquisition	AP intervention chaos costs finance teams tangible OpEx dollars	# prospects confirming the pain
Customers in industries with long tool onboarding time (complicated knowledge network -> Insurance claims, mortgage approvals etc.)	Activation	Long analyst training times kill rollouts	Reduce training days
Companies struggling with knowledge management roll outs		As do long setup times	Time-to-first intervention guide < 7 days
Enterprises with no Knowledge Management Owners	Retention	Stale content erodes trust	Guide freshness %
Other High-impact Logos	Referral	Proven ISR lift and OpEx savings turns finance leaders into evangelists	Published case studies
Land-and-expand	Revenue	Lower cost-to-serve for customers, add-on ARR for Genesys	FCR uplift, attach-rate, Net Revenue Retention

KEY DEPLOYMENT METRICS

15%

LIFT IN INTERVENTION SUCCESS RATE (ISR)

When an analyst handles an invoice requiring human judgment, % resolved correctly in one pass without support, errors or correction.

Improved ISR reflects measurable gains across four key dimensions



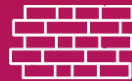
ACCURACY

Analyst correctly identify the invoice's issue



PROCEDURAL COMPLIANCE

Analysts follow the right steps to fully address the problem



CONSISTENCY

Even new analysts can deliver the same quality of support



VENDOR SATISFACTION

Fewer invoices getting stuck in the works means there are fewer escalations delaying the payment

METRIC CONSTELLATION

ESCALATION VOLUME

Why: Quantifies consistency improvements
Target: -XX% for guide adopted cases

ANALYST ONBOARDING TIME

Why: Important for OpEx impact
Target: -XX% decrease (industry based)

GUIDE COMPLETION RATE

Why: Leading indicator for Analyst Satisfaction
Target: 90% completion rate

AVERAGE HANDLE TIME

Guard-rail: ensure we don't lengthen handle time unacceptably ($\pm 10\%$)

DAYS PAYABLE OUTSTANDING

Why: Proves customer value
Target: -20-30% (industry dependent)

USER RESEARCH & VALIDATION APPROACH

DISCOVERY

Develop and Refine Hypothesis

Analyze Existing Data

Invoice metrics: exception rates, resolution times

"Ask a senior" moments via tickets/Slack

Available industry data (in previous slide)

Shadow AP Teams

Observe exception handling in real-time

Map current state:
Where do they search?
How long does it take?
Identify most common exception types

VALIDATION

Validate Hypothesis, Refine Solution Features

Interviews (8-10 people)

AP Clerks: Daily frustrations, time spent searching procedures

AP Managers: Error rates, training gaps, bottlenecks

Controllers: Business impact, cost of delays

Test the Solution

Show wireframes to 5-6 AP users

Build 2-3 prototype workflows for high-frequency exceptions

Measure: Time saved?
Increased confidence?



Key Questions to Answer

Are 70%+ of exceptions truly procedural (documentable)?, Would users adopt this vs. current methods?

What's the minimum feature set for value?

Post-MVP validation with real users happens during Pilot phase (see Deployment)

PRODUCT VALIDATION DEPLOYMENT AND GROWTH

Stage	Coverage	North Star Metric Expectations	Other Metrics Trend	Org Output / GTM Motion
 Pilot: <i>Lighthouse customers</i>	Single invoice exception / top 3-5 “complex” intervention drivers	20 % ↑ in Intervention Success Rate (ISR) for guided issues.	↓ Escalations, ↓ Repeat Calls ↑ Guide Completion	Early buy-in secured; Feedback loop launched; 1:1 support; PM + Design led rollout
 Phase 2: <i>Expansion in same tenant</i>	> 50 % of total intervention cases have a guide	15 % ↑ in overall ISR across all AP analysts in the team.	↓ Onboarding Time ↑ Flow Usage ↑ Agent NPS	Internal case studies created; Ops teams request new flows; Standardization begins
 Phase 3: Mature deployment	> 80 % “procedurizable” interventions covered	Sustain ≥ 15 % ↑ ISR while holding AHT flat ±5 %.	↓ Days payable outstanding ↑ Guide Freshness ↑ Referral Activation	Org treats flows as truth; Customer becomes reference; Joint webinars / playbooks
 Phase 4: Adjacent Orgs via referral/case studies	First flow launch in new use cases	Pilot-level FCR gains on new topics and Orgs	↑ Feature Requests ↓ Training Burden	“Land” via playbook; Training kits deployed; PM-led onboarding with enablement
 Phase 5: Maturation & Revenue	Varying depending on organization maturity		Ongoing improvements and maintenance	Commercial packaging; ARR Expansion. CS led onboarding

MVP BUILD OUTLINE

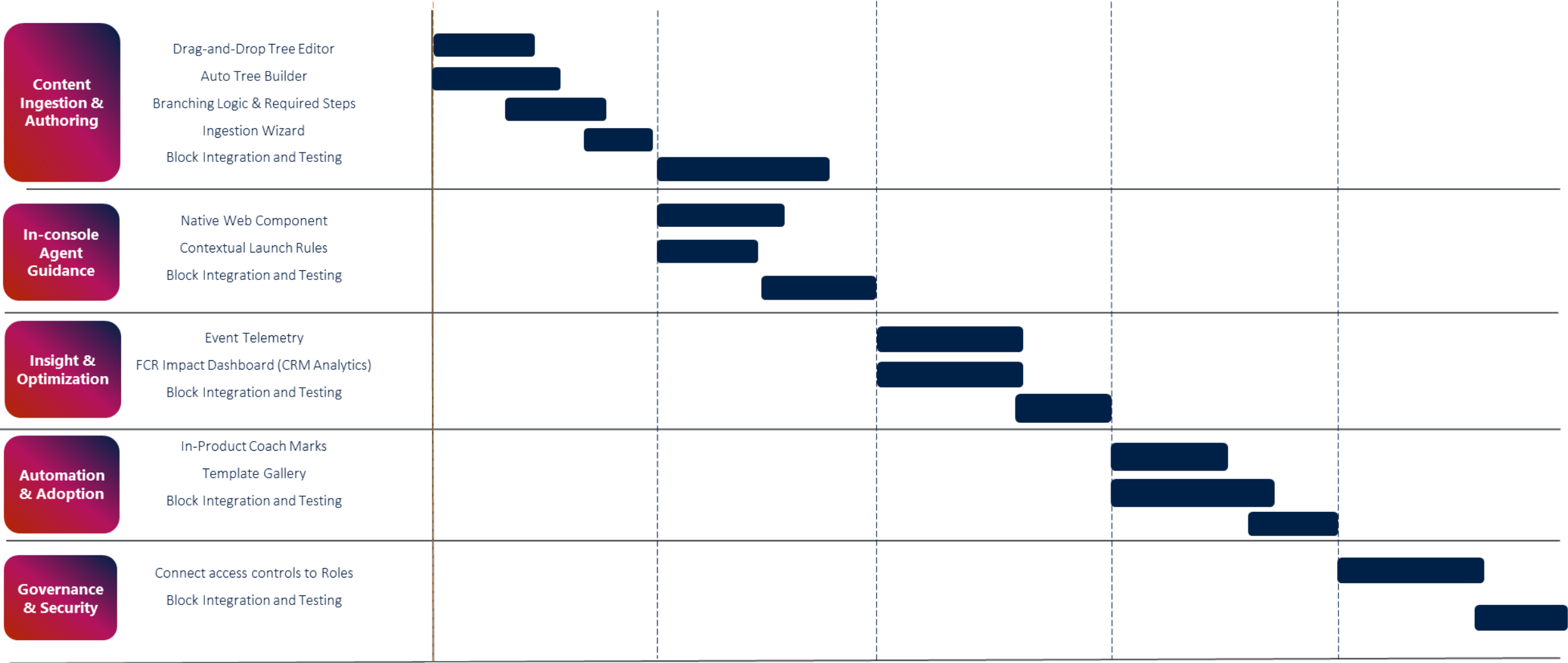
Design Build Test, Integration and Test Phases for each MVP capability cluster

Team of 2 Engineers, 1 Designer, 1 PM and 1 Data scientist

6-8 months Development Timeline depending on organizational constraints and components already available



MVP BUILD OUTLINE



SP01

SP02

SP03

SP04

SP05

SP06

SP07

SP08

SP09

SP10

Wrap Up

THE PAIN IS CLEAR

Analysts and finance teams lose when procedures are scattered. When interventions fail, businesses pay the price in errors and delays

SOLUTION IS EVIDENT

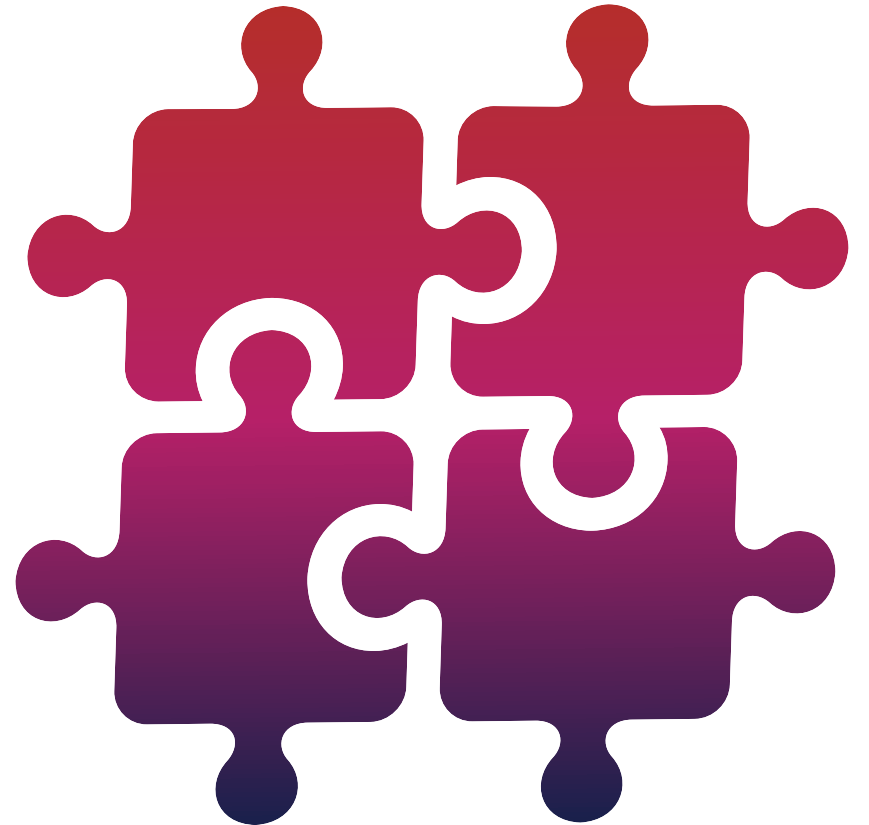
Live, clickable, AI-generated, human edited flows meet analysts where they work—right inside analysts workflow.

MEASUREMENT IS SIMPLE

Track ISR lift, procedural compliance, and friction reduction—all visible within 30 days.

DEPLOYMENT FOLLOWS THE PLAYBOOK

*Pilot → Expand → Mature → Make GA
Built-in telemetry, feedback loops, and governance.*





Thank You

Appendix

RISKS AND ASSUMPTIONS

Assumption	If False, Risk Is...	Mitigation Strategy
Customers know which intervention types to start with	Delays in rollout; slow time to value; teams pick low-impact use cases	Provide starter playbooks. Recommend top 5 exception types. PM support for first rollout
Flow rollout will lead to measurable ISR improvement	No uplift in ISR; tool seen as unnecessary overhead	Match guides to real behavior. Validate via audits. Measure guided vs unguided interventions
More steps = better support	AHT increases; analyst frustration; adoption drops	Use progressive disclosure Test flows with analysts Optimize for resolution
Pilot org will organically champion expansion	No internal push post-pilot; momentum stalls	Secure exec sponsor before pilot end Build case study
Internal Deloitte/Nova teams will prioritize this product	Delays from competing priorities	Align with Nova roadmap. Keep stakeholders updated. Position as revenue driver

Complete Feature List and Release Order

#	Capability Cluster	Capability	Feature Description	Notes / Rationale	Value to Customer	Impact in Driving KPIs	Effort (X/10)	Priority Score	Priority
1	Content Ingestion & Authoring	ingestion Wizard	One-click upload of PDFs / DOCX / PPT; NLP parses headings & flow-chart arrows into a draft decision tree.	Essential component	10	10	4	16	MVP
2		Auto Tree Builder	Automatically builds flowcharts using AI Model fine tuned for this work.	Eliminates heavy manual re-authoring – a top blocker called out in research	10	10	7	13	MVP
3		Drag-and-Drop Tree Editor	Visual canvas to add, delete, rearrange nodes, link media, and preview agent view.	Must be no-code so SMEs can own content	10	9	7	12	MVP
4		Branching Logic & Required Steps	Radio / picklist / text-input nodes that block advance until mandatory info captured.	Ensures SOP compliance	10	9	6	13	MVP
6		Context Maintenance System	Stores flow diagrams and guidance content in a centralized, version-controlled repository external to Genesys	Ensures organizations retain full ownership and portability of their operational knowledge, can maintain consistency across workflows	6	7	8	5	Extended
7	In-console Analyst Guidance	Native Web Component	Show and Launch the flowcharts natively inside the console	Zero context-switching; key advantage over pop-up tools	10	10	8	12	MVP
8		Contextual Launch Rules	Auto-lists the relevant guide based on detected intent	Drives adoption through ease of use	9	10	4	15	MVP
9		“Next Best Guide” Recommendation	ML suggests a follow-on flow if the first does not resolve the issue.	Drives adoption through ease of use	7	7	6	8	Extended
10		Inline Rich Media	Embed images, GIFs, mini-videos inside a step.	Aids clarity for complex hardware fixes. But can redirect to other information sources	6	6	3	9	2nd Release
11		Analyst Notes Auto-Draft	On completion, the tree outputs a formatted summary into Case “Comments” or Email.	Saves wrap-up time and standardizes records	5	7	2	10	2nd Release

Priority Score=Value to customers+ Impact- Effort

Priority score: 12 and above=MVP| 8 and above = 2nd Release| 4 and above= Extended Release | else deprioritize for now.

Complete Feature List (2)

#	Capability Cluster	Capability	Feature Description	Notes / Rationale	Value to Customer	Impact in Driving KPIs	Effort (X/10)	Priority Score	Priority
18	Insight & Optimization	Event Telemetry	Log GuideOpened, NodeVisited, Drop-Off, Completion.	Feeds FCR uplift dashboard	8	10	6	12	MVP
19		FCR Impact Dashboard (CRM Analytics)	Correlate guide usage with FCR, AHT, Escalations, CSAT.	Makes ROI obvious to exec sponsors	8	10	3	15	MVP
20		Path Drop-off Heatmap	Visualize where agents bail or escalate within a tree. Pinpoints optimization opportunities	Just deeper optimization of Event telemetry section though. Data pull API will allow customers to build their own analytics	5	6	4	7	Extended
21		Content Freshness Alerts	Auto-email owner if a step hasn't been touched in 90 days or NPS < 3.	Keeps knowledge relevant	8	9	6	11	2nd Release
22		A/B Test Harness	Randomly split agents between "old PDF" vs. "interactive guide" to quantify uplift.	De-risks roll-out decisions, but can be managed in other ways	8	6	6	8	Extended
12	Automation & Adoption	Apex / Flow Triggers	Actions (e.g., create Child Case, send entitlement check) executed at any node.	Links guidance to real process automation	5	6	5	6	Extended
14		In-Product Coach Marks	Walkthrough overlay teaching agents how to launch/use guides.	Accelerates front-line uptake	8	10	3	15	MVP
15		Gamified Badges	"Guide Guru" badge for agents who resolve XX cases via trees.	Builds adoption culture	6	10	6	10	2nd Release
16		Multi-language & RTL Support	Auto-translate draft + manual override; stores language variants per node.	Serves global BPO customers	6	8	5	9	2nd Release
17		Template Gallery	Pre-built flows for common support scenarios (password reset, billing dispute).	Jump-starts adoption for new customers	9	9	2	16	MVP

Priority Score=Value to customers+ Impact- Effort

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Complete Feature List (3)

#	Capability Cluster	Capability	Feature Description	Notes / Rationale	Value to Customer	Impact in Driving KPIs	Effort (X/10)	Priority Score	Priority
5	Governance & Security	Collaborative Editing	Real-time multi-author with comments & @mentions (Google-Docs style).	Keeps tribal knowledge flowing from back-office to front-office	7	8	7	8	Extended
23		Connect access controls to Roles	Separate creator, approver, publisher roles; supports delegated admins.	Meets enterprise IT policies	8	8	4	12	MVP
24		Audit Log & eDiscovery Export	Full trace of who changed what, when, plus download for regulators.	Required in sensitive industries	8	5	4	9	2nd Release
26		Versioning and Rollback	Allow dif view and updates, rollback if necessary	Important to allow fallback to prevent AI overuse	7	7	5	9	2nd Release
28	Extensibility & Omnichannel	Mobile SDK	Same interactive guide inside the Genesys Mobile App.	Field-service & on-the-go supervisors	6	6	9	3	Deprioritize
29		Open REST/GraphQL API	Already available	Future-proofs voicebot integrations	9	7	6	10	Available
30		Sandbox & Release Management	Promote guide versions through dev-sandbox to prod with change-sets.	Might Align with current admin workflow, but increases dependence on devs	5	5	6	4	Deprioritize
31		Offline Caching Mode	Local copy when network drops (airline ops, remote field service).	Niche but critical for certain verticals	4	7	6	5	Extended

Priority Score=Value to customers+ Impact- Effort

Priority score: 12 and above=MVP | 8 and above = 2nd Release | 4 and above= Extended Release | else deprioritize for now.



Detailed Market Calculations & Sources

Company Count Verification		
United States: 229K companies (50-499 employees) •50-99 employees: 130K firms •100-249 employees: 76K firms •250-499 employees: 23K firms	European Union: 278K companies (50-499 employees) •Medium enterprises (50-249 employees): 246K firms (0.8% of 32.4M total enterprises) •Large enterprises (250-499 portion): ~32K firms (estimated as ~50% of 250+ category, given steep drop-off)	AP Team Size Benchmarking: APQC Industry Benchmark Data (FTEs per \$1B revenue): Top performers: 3.3 AP FTEs per \$1 billion revenue Bottom performers: 14.4 AP FTEs per \$1 billion revenue
Source: U.S. Bureau of Labor Statistics, Table G - Distribution of private sector firms by size class	Source: Eurostat Structural Business Statistics 2023	Sources: APQC Accounts Payable Benchmarks: Auxis analysis:

Mid-market AP team sizing (empirical data):

- Companies with 50-500 employees typically have transaction volumes requiring dedicated AP staff
- Mid-sized companies: 4-12 AP staff based on invoice volume and complexity
- Processing benchmark: 1 AP clerk can handle ~1K invoices/month
- Average mid-market company: 1K-10K invoices/month

Conservative estimate: 7 AP FTEs average across 50-500 employee range (5 FTEs for smaller end, 10+ for upper end)

Sources:

- [Professional Alternatives](#), [Proformative forum \(finance professionals\)](#), [DocuClipper AP Statistics](#)

Detailed Market Calculations & Sources

TAM Calculation		
500K companies × 7 AP FTEs × \$75/user/month × 12 months = \$3.15B Rounded to \$3.2B	500K companies × 30% in-market = 150K companies 150K companies × 7 FTEs × \$75/user/month × 12 months = \$945M	150K qualified prospects × 10%-win rate = 15K customers 15K customers × 7 FTEs × \$75/user/month × 12 months = \$94.5M Rounded to \$95M SOM
Justification for full market inclusion: 67%+ of invoices require manual intervention (not straight-through processing) 70% of AP teams report 5%+ error rates 88% of manual documents have data entry errors - Procedural knowledge chaos is universal across all company sizes	Filtering criteria for "in-market" buyers: Companies actively evaluating AP process improvements Pain points driving buying behavior: 67%+ exception rate requiring manual intervention 70% experiencing 5%+ error rates 63% report automation still needs manual workarounds - Average 9.2 day invoice processing time Industry standard: ~30% of companies are actively evaluating/purchasing solutions in any 18-month buying window	Assumptions: - Sales team of 15 AEs, each closing ~1,000 customers over 3 years (~333/year, ~28/month team quota) 10%-win rate of SAM (conservative for product-led growth with strong ROI) - Land-and-expand model: Start with AP, expand to other use cases - NRR target: 150% (account for expansion revenue)
	Sources: Ardent Partners 2024 State of AP Report; Stampli/Probolsky Research 2024	

Detailed Pricing Calculations & Sources

Pricing Validation:

Our positioning: \$75/user/month

Comparable products:

- **ServiceNow:** \$100-150/user/month (enterprise workflow automation - too expensive)
- **Guru:** \$10-30/user/month (basic knowledge management - too simple)
- **Tonkean:** \$50-100/user/month (process orchestration)
- **Pega:** \$75-125/user/month (workflow automation)

Why \$75/user/month:

- Below enterprise platforms (ServiceNow, Pega) that require heavy implementation
- Above basic knowledge tools (Guru, Notion) that lack procedural workflow
- Mid-market sweet spot: sophisticated enough for exceptions, simple enough for fast deployment
- Comparable to specialized workflow tools (Tonkean)
- Strong ROI: Exception resolution time reduction (30%) pays back in < 6 months

Sources:

- G2 Crowd pricing data (2025)
- Vendor websites

Supporting Market Data:

AP Processing Pain Points:

- Average manual invoice processing time: 14.6 days
- 39% of invoices contain errors
- 60% of respondents process 1,000+ invoices/month
- 23% process 10,000+ invoices/month
- Only 32.6% achieve straight-through processing (67%+ need intervention)

Source: [DocuClipper AP Statistics 2025](#)

AP Automation Market Growth:

Global AP automation market: \$3.08B (2024)

Projected CAGR: 12.8% through 2030

Growing demand driven by error reduction, cost savings, and compliance needs

Source: Grand View Research via DocuClipper

Invoice Exception Statistics:

67.4% of invoices require manual intervention (only 32.6% straight-through)

Average processing time: 9.2 days

Source: Ardent Partners 2024 State of Accounts Payable