



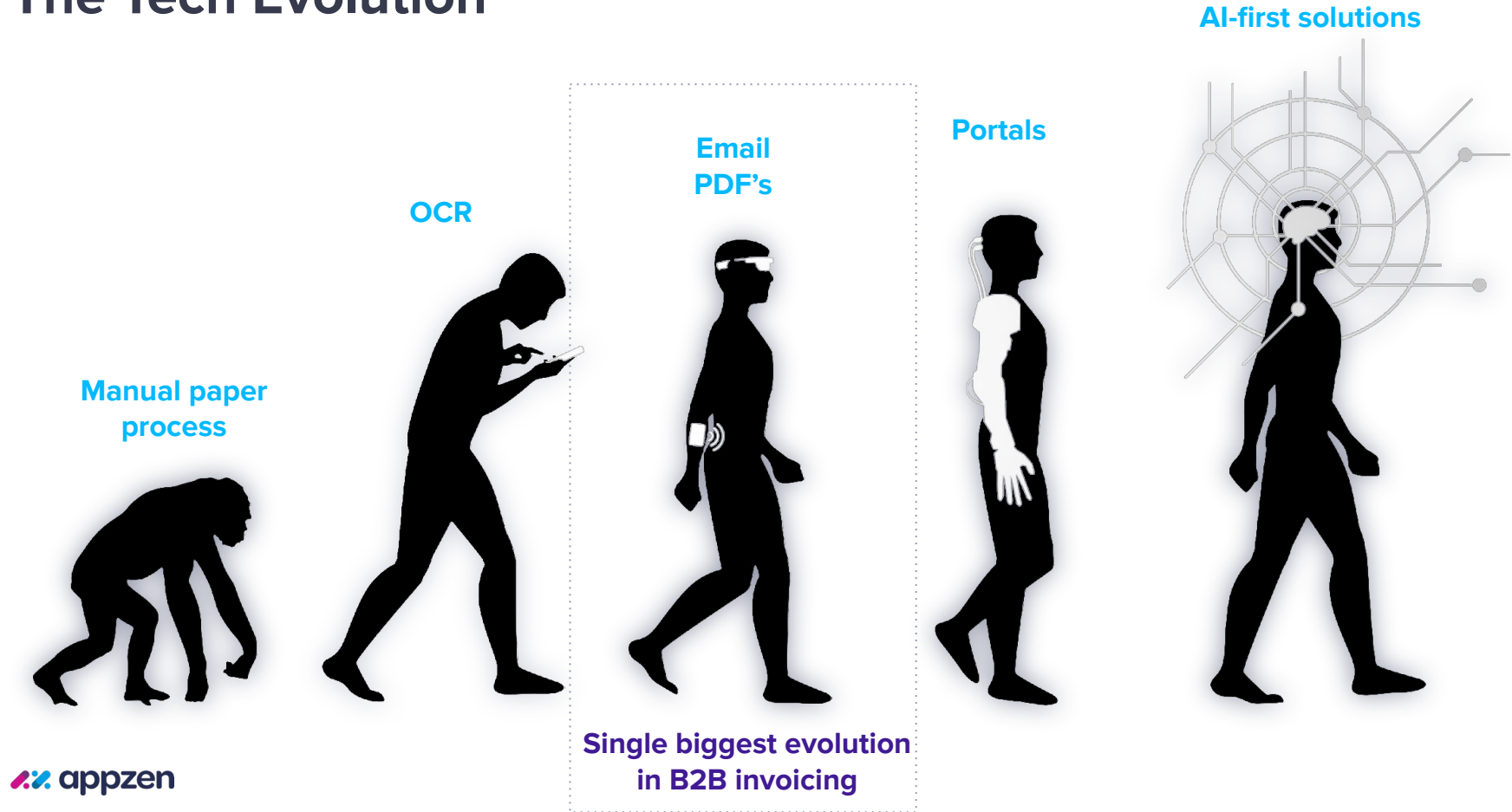
Solving finance problems the way they exist today

Portal Fatigue

Matt Wright

SVP, Customer Success, AppZen

The Tech Evolution




A day in the life of AR

Effort vs efficiency

MORNING - Invoicing tasks

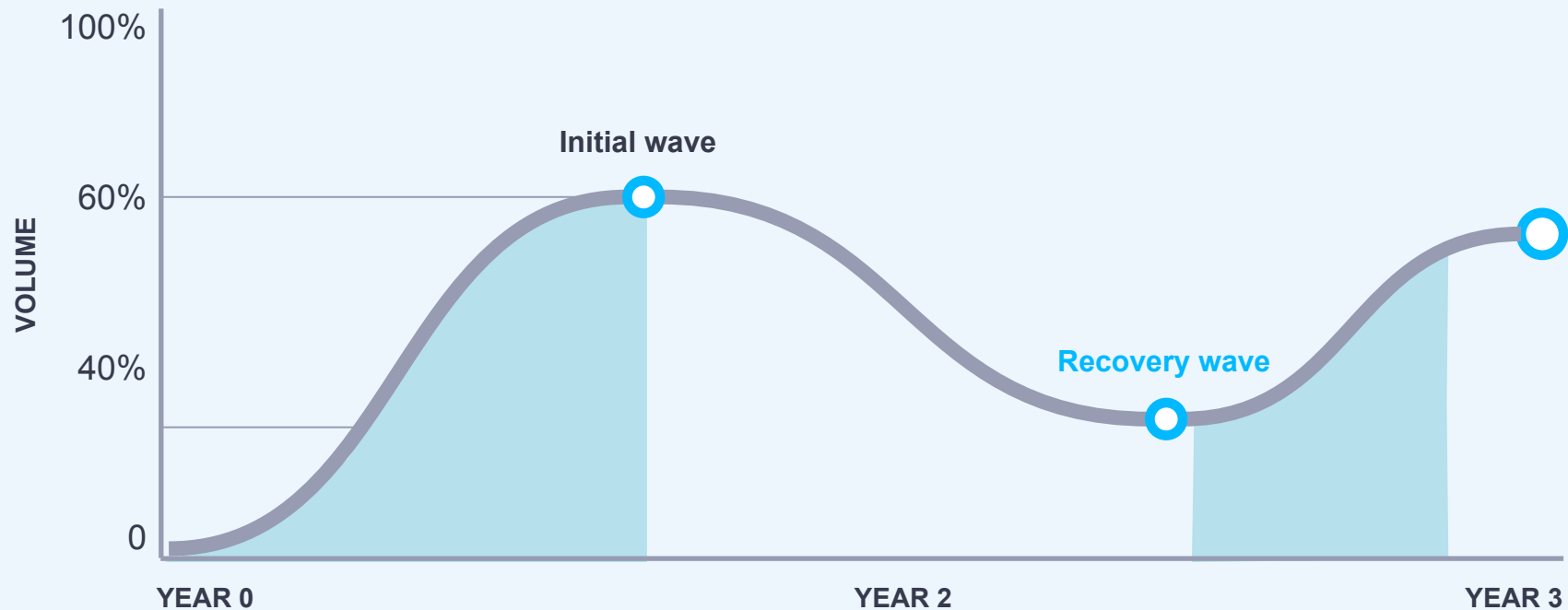
% Time	Time	Invoicing Tasks	% Invoices
5%	8:00 - 8:10AM	Send invoices standard method: Press "Send Invoices" in Billing System	95%
95%	8:10 - 12:00PM	Send Portal Invoices 1. Log into myriad of portals 2. Forgotten URLs 3. Password resets 4. Manually enter invoices 5. etc	5%
	12:00 - 1:00PM	Much needed lunch break from Log In marathon	

AFTERNOON - Collections tasks

% Time	Time	Collections Tasks	% Invoices
50%	1:00 - 2:00PM	Send 50 inquiry emails	95%
	2:00 - 2:30PM	Send 10 statements requesting reconciliation	
	2:30 - 3:00PM	Update billing system with replies to inquiries	
50%	3:00 - 5:00PM	1. Log into 10 supplier portals to look up statuses 2. More password resets and lost URLs 3. 5 invoices not found 4. Send more emails 5. Receive auto-replies saying "Use our portal for inquiries"	5%
	5:30PM	Day over!	

Portal adoption

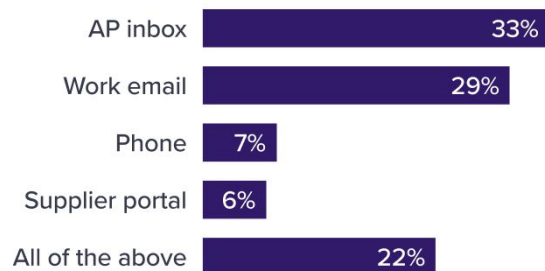
Volume over time



AP inboxes

Exhausting and inefficient

What is the primary way suppliers interact with you?



58%

MANAGE AN
AP INBOX

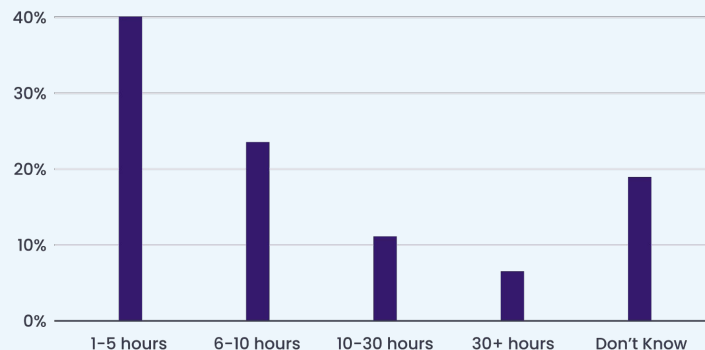
60%

SPEND 8 HOURS
A WEEK MANAGING
AP EMAILS

75%

DELEGATE WORK
BASED ON
THE REQUEST

Weekly time spent replying to supplier emails



The AI momentum

37 years ago

Cyc project started with the aim of creating the intelligence of an 8 year old

Today

Project never finished

Used traditional machine learning

6 years ago



Today

LLMs easily surpass intelligence of 8 an year old Use of GPTs

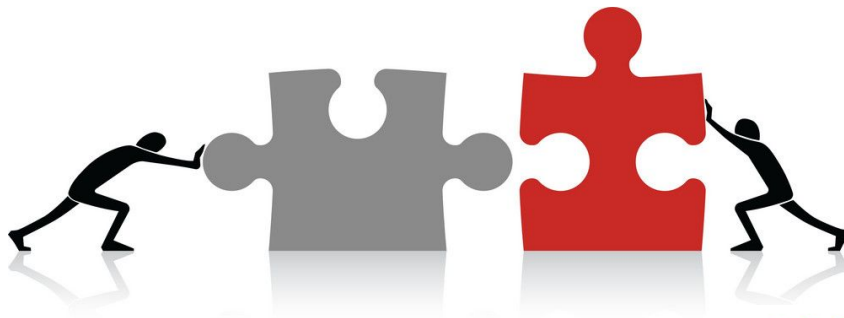
AppZen matches suppliers' preferred behavior

Eliminate friction in buyer-supplier relationships

Suppliers email PDF Invoices



Autonomous AP



Suppliers email invoice inquiries



AppZen Inbox

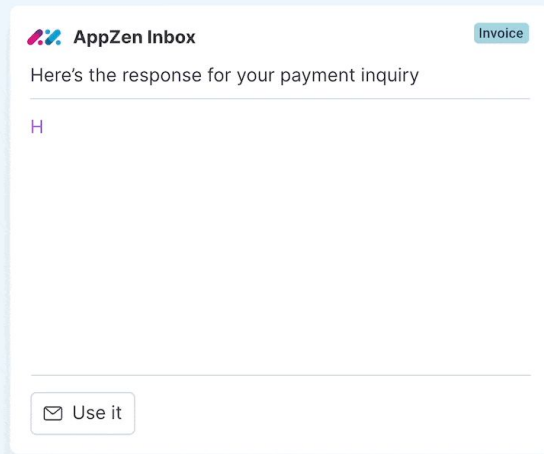
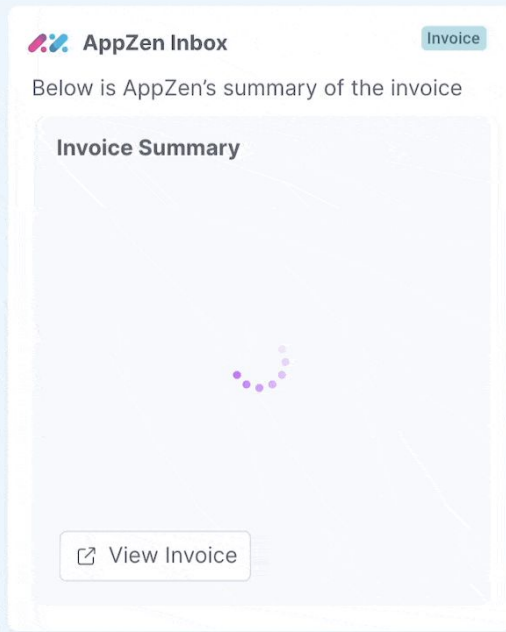
Organize. Process. Respond.

AppZen Inbox

Sort and organize


Touchless processing

Automated responses



Automating the supplier's “Happy Path”

How we do it

**CRYSTAL**

INV#200257

Crystal

2675 Middlebury Street

San Jose, CA 95127

Everyday Enterprises

6201 America Center Dr

San Jose, CA, 95002

Date

11/15/2022

Terms:

2%/10, Net 30

Due Date:

12/15/2022

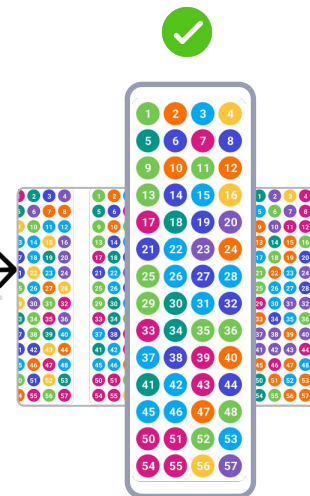
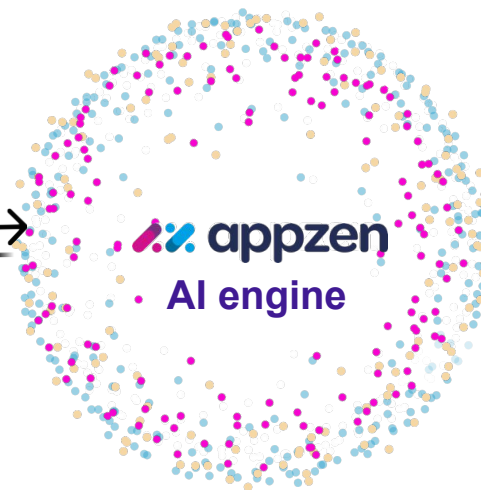
Balance Due:

\$28,246

Purchase Order:

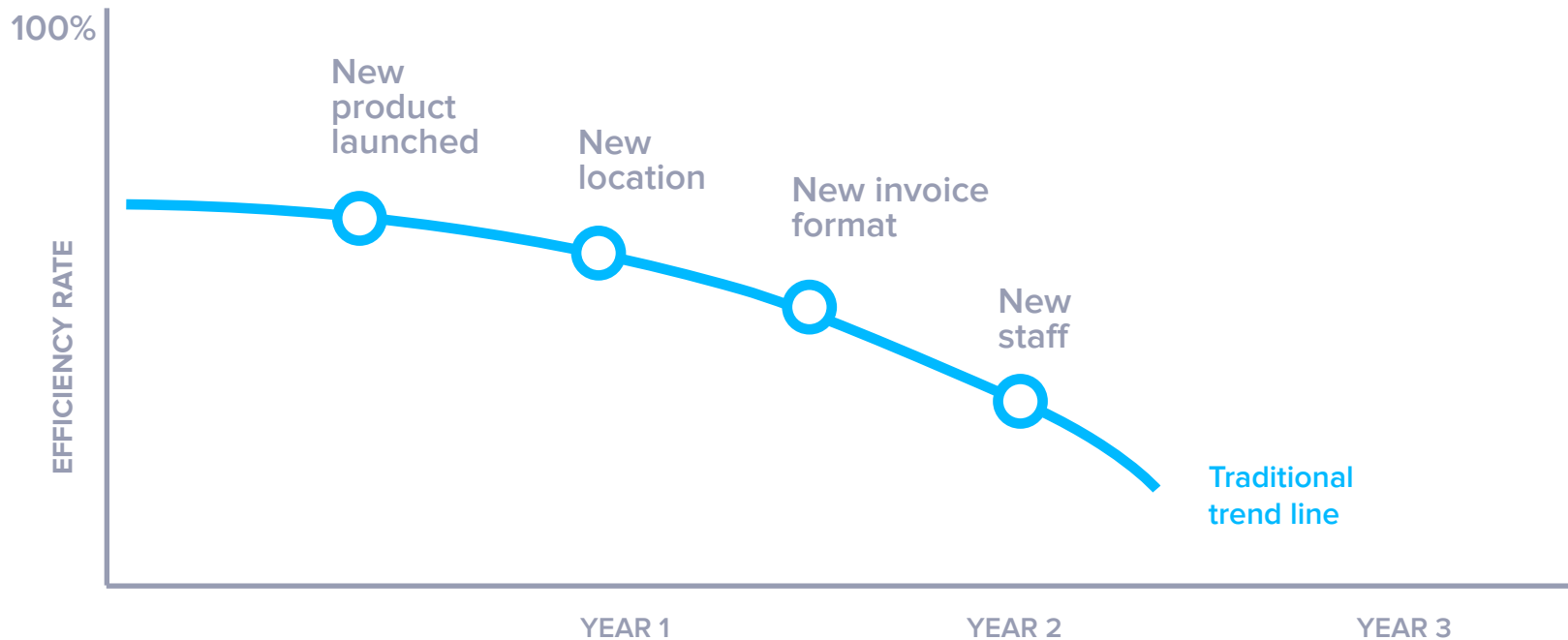
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DESCRIPTION	QTY	RATE	TOTAL
1. Crystal Reports	10 seats	\$3,599.34	\$35,990.00
Annual Subscription			
2. Premium Support			\$10,000.00
49. Consultant-proj manager	50 hours	\$250	\$12,500.00
49. Consultant-Analyst	42 hours	\$200	\$8400.00
	Subtotal		\$66,890.00
	Sales Tax-CA-8.68%		\$5,806.05
	Total		\$72,696.05



Traditional AP Automation cannot contend with changing inputs

Inputs are constantly changing



AI adapts to changing inputs



Thank you

Matt Wright

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