

Amcor

Case Study

TUNGSTEN
AUTOMATION



Case Study

Amcor

Introduction

Amcor is a global leader in developing and manufacturing responsibly-sourced packaging solutions for the food, beverage, pharmaceutical, medical, home, and personal care industries. Founded in 1860, the company employs over 46,000 people in over 200 locations worldwide. They aspire to be the leading global packaging company, winning for their people, customers, investors and the environment.

The Challenge

Caroline Deans has been with Amcor for twenty-three years and currently serves as the Business Group Collection Analyst and Project Manager for the company. In this role, Caroline reviews the performance of portal submissions, invoices for key accounts, and reverse factoring accounts.



100%

of key accounts now listed on the portal

Instant

invoice rejected updates

Time-saving

functionality

Ease-of-use

for all clients

"Tungsten is easy to use and I find being able to download the reports from the portal and then run a look-up between our ledgers is really useful."

Caroline Deans,
Business Group Collection Analyst and Project Manager

CUSTOMER SNAPSHOT

INDUSTRY Packaging

COUNTRY Global

KEY OBJECTIVES

- Listing all users within e-invoicing portal
- Reduction in customer invoice disputes
- Automated invoice tracking
- Simple interface and usability

RESULTS

- 60 users now listed and aligned in a system schedule
- Transparency of Tungsten reduced disputes dramatically
- Live tracking saves a huge amount of time for teams
- Users find Tungsten extremely uncomplicated to use

Amcor required an e-invoicing system that had a straightforward operating system, alongside speed and efficiency when it came to invoicing transparency and understanding the status of payments swiftly. The challenge lay in not only in setting up a new system, initial installation, training users, but also the continued smooth running of all these processes.

Solution

Understanding the importance of robust and agile payment procedures, Amcor and Tungsten Automation have been working together for nearly ten years to create consistent invoicing processes and systems that ensure correct mappings are in place and invoices are processed on time.

The crucial element to this success sits with the people and the process. Caroline highlights that as a platform "it's really easy to get somebody set up to check the status of an invoice. It's just really easy to use".

According to Caroline "it's the speed that we can get invoices on and it's the speed that we know when an invoice is rejected, they are the two key points with Tungsten. We use it daily."

The Impact

Working with Tungsten delivered impactful results primarily thanks to the platform's agility and convenient functionality. The performance of the software ensures the process of setting up a new user is seamless, while receiving the invoice status quickly has saved the business a huge amount of time, especially within their collection teams.

From a collection point of view, it's really straightforward to get a user set up, this ensures no gaps in our status checks, an extremely simple & user-friendly tool.

Another significant benefit for Amcor is the personal touch that Tungsten provides through account management. Alongside the fluid functionality and speed of the software, it's this harmonious working process between both businesses that have set Tungsten apart from other providers. Proactive user management and friendliness in the support have been crucial to the longevity of such a successful working relationship.

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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