



The World's Largest Mining Company Transforms Its "Invoice-to-Pay" Process with Unite's Results-Driven Hyperautomation Platform

The world's largest mining company has outsourced its Invoice-to-Pay (I2P) process to Unite's IDA Platform, achieving remarkable gains in accuracy, compliance, and operational efficiency.

Background

The company previously relied on a 20-person outsourced team to process and manage over 20,000 invoices per month for goods and services. Due to the industry's stringent audit and compliance requirements, manual labor was preferred. However, despite these efforts, the target turnaround time from invoice receipt to payment never exceeded 40%, and the rate of first-time-right invoice processing remained below 45%. Similarly, the matching accuracy between purchase orders, delivery notes, and invoices fell well short of expectations.

Recognizing the limitations of manual operations, the company evaluated several digital automation platforms and ultimately selected Unite's IDA Platform as its strategic automation partner.

Why Unite?

- End-to-End Integrated Automation**
The I2P process involves multiple technologies, including RPA, Agentic AI, IDP, and Intelligent Workflows. Rather than investing in each technology separately, the client chose Unite's integrated platform that unifies all these components within a single solution.
- Service Level Commitments (SLAs)**
With over 500 global suppliers and 40,000 employees, the client required 100% availability, guaranteed accuracy, and SLA-backed performance. Unite was the only partner able to meet these requirements comprehensively.
- Consumption-Based Model**
The client opted for a pay-per-transaction model that required no upfront license investment or volume commitments. Unite's consumption-based pricing directly tied service costs to business needs.
- Vendor-Independent Innovation**
In the rapidly evolving automation landscape, the client wanted to remain independent of any single technology or vendor. Unite's platform-agnostic architecture provided immediate access to the latest automation technologies on the market.
- Full Pricing Transparency**
Unlike traditional technology ownership models, Unite offered process-specific, transparent, and predictable per-transaction pricing.
- Zero Internal Resource Requirement**
Without the need to establish an internal Center of Excellence (CoE), the client leveraged Unite's deep process expertise and ready-to-use automation infrastructure.

The Solution

The new invoice process collects invoices from multiple channels – supplier portal, email, mobile apps, Microsoft Teams, and WhatsApp – into a centralized repository. Each invoice undergoes the following checks:

- Supplier validation
- Bank details and VAT calculations
- Duplicate invoice prevention
- Matching with purchase orders, delivery notes, and expense reports
- Compliance control and record verification

Validated data is then transferred to the SAP ERP system. Order balances are verified, accounting records are created, approval workflows are triggered, and ideal payment dates are determined based on contracts and cash flow. Once approvals are complete, payment files are generated, processed in SAP, and notifications are sent to relevant stakeholders and suppliers.

Additional services include:

- 24/7 invoice and payment support line
- Escalation management
- Credit note processing
- Reconciliation workflows
- Payment notifications
- Digital assistant support for suppliers

Results

- Go-Live in 3 Months**
By combining five technologies – Agentic AI, RPA, IDP, Intelligent Workflows, and Digital Assistant – Unite implemented the entire end-to-end process in under three months.
- Breakthrough Accuracy**
During the first production run, the platform achieved a matching accuracy rate far exceeding that of two years of manual operations.
- SLA Excellence**
First-pass accuracy surpassed contractual commitments by 30%, and SLA compliance reached 100%.
- Radical Cost Reduction**
Invoice processing costs decreased by 350%, while supplier and stakeholder satisfaction saw a measurable improvement.

The Hyper-Automation Palette / The tools at our disposal

Agentic AI

- Uses sophisticated reasoning and iterative planning to autonomously solve complex, multi-step problems

IDP

- Automatically extract and organize information from documents.
- Intelligent Document Processing

RPA

- Robotic Process Automation
- Digitally scaling workers
- Process & task automation

NLP

- Natural Language Processing
- Communication mining

Conversational AI

- Virtual assistants to query data and execute processes

Test Automation

- Automate all test processes
- Increase software development speed

Intelligent Workflow Automation

- Automate & optimize workflows & processes

Typical Process Example

Invoice-to-Pay using RPA, IDP, Communication mining, Conversational AI, and Agentic AI, all centrally orchestrated, fully monitored, driven and managed by SLAs, with unparalleled insights. Transaction based fee.



About Unite

Unite is Turkey's leading automation services provider. Established in 1998, Unite combines 27 years of service management experience with over a decade of expertise in automation technologies to deliver a true Hyperautomation Platform as a Service.

Working with organizations of all sizes across various industries, Unite has unparalleled experience in transforming business operations. By embedding efficiency and innovation into core processes, Unite helps companies unlock their full potential.

Metin UZUNER

Unite BT
Digital Workforce Services Director

The Invoice-to-Pay digital transformation project was not just a process upgrade – it was a paradigm shift redefining the industry standard. Transforming the I2P process into full automation within just three months eliminated long-standing issues of accuracy, speed, and compliance that manual operations could never resolve. We enabled our client to refocus their workforce on strategic initiatives while achieving measurable gains in supplier satisfaction and financial efficiency. At Unite, we don't just deliver technology – we deliver outcomes. And in this project, we exceeded our promise.