Case Study

How Brillio cut manual AP effort by 80% with Agentic AI

Brillio proved its ADAM agentic AI platform on its own accounts payable function before taking the offering to market.

At a glance

- The client was Brillio’s internal Finance Operations function, processing supplier invoices across six legal entities: India, the United States, the United Kingdom and EU, Mexico, Canada and Romania.
- Brillio aimed to scale accurate, compliant and auditable invoice-to-bill posting across all entities without growing headcount in line with invoice volume, and without weakening financial control.
- Paystream on the ADAM platform: atomic, purpose-built agents governing intake, classification, extraction, matching, validation, posting and exception handling across the PO and Non-PO paths, with NetSuite retained as the system of record.
- Every posting decision is fail-closed. Ambiguous or failed validation never generates a Vendor Bill, and duplicate prevention blocks reposting.
- The outcome? 80% of manual invoice-processing effort released across an unchanged six-entity footprint.

Ten people, six entities, no single view of control

Accounts payable is the operational control point for supplier invoices across Brillio's global professional services model. Invoices arrive by email into entity mailboxes, are matched to purchase orders and goods or service receipts (GRN/SRN) or to vendor agreements, and post as Vendor Bills in NetSuite so that Finance can settle obligations accurately, on schedule and within the correct legal entity.

The operation is multi-entity and multi-country by design, each entity carrying distinct tax, withholding and invoice-validation requirements. Ten specialists covered all six through manual mailbox intake, matching and NetSuite entry: opening emails, extracting invoice data, keying Vendor Bills, and reconciling missing GRNs and mismatched PO lines across mailboxes, spreadsheets and the ERP.

Three-way matching was slow and error-prone. Non-PO invoices lacked a consistent agreement check, introducing policy risk. Country rules were undocumented manual procedures. Duplicate or reprocessed invoices presented material double-posting exposure, and month-end close windows compressed already labor-intensive work.

Industry conditions reinforced the case.

Ardent Partners' AP Metrics that Matter in 2025 reports that the average accounts payable organization requires 9.2 days per invoice, processes only 32.6% of invoices touchless, and sustains exception rates near 14%, while Best-in-Class organizations record cycle times measured in days and touchless rates approaching 50% or higher.

Roughly 75% of departments now employ some automation or artificial intelligence, yet most remain confined to optical character recognition plus workflow rather than agent-driven, fail-closed posting into the ERP. The requirement was not document capture. It was controlled, end-to-end posting across six entities at scale.

Production NetSuite as the proving ground, not a sandbox

Brillio undertook the transformation internally, using its own procure-to-pay function as the reference implementation for ADAM Agentic AI in Finance. The platform provided the foundations a Finance use case requires: reusable, purpose-built agents from the Agent Marketplace; a tooling-agnostic integration layer spanning mailbox, ERP, data platform, intelligent document processing and search; and design principles covering atomic agent design, composable workflows, contextual memory, explainability and human-in-the-loop governance.

Applying it internally raised the standard of proof rather than lowering it. Because invoices post to production NetSuite, the platform had to demonstrate fail-closed controls, duplicate prevention, a complete audit trail and operational pause controls, not a proof-of-concept interface. In-house product and engineering teams co-designed Paystream with AP Leadership, Procurement, Digital and Corporate Workplace Services, NetSuite, BDP, Infrastructure and the CISO function, encoding policy in standard operating procedures and validators rather than informal practice.

Two invoice paths collapsed into one execution model

Accounts payable had historically treated PO and Non-PO invoices as separate operational models. The solution preserves that business distinction while consolidating execution on a common agent architecture, a shared validation rulebase and a single operations console.

- PO path. Three-way match across purchase order, GRN/SRN receipt and invoice, generating a Vendor Bill on a PASS result.
- Non-PO path. Validation against indexed vendor agreements, then direct Vendor Bill creation with the source email attached, on a PASS result with zero critical issues and zero warnings.

Six single-purpose agents replace manual keying

Ingest and Classifier. Polls entity mailboxes, extracts header and line-level fields, identifies country and entity, classifies PO versus Non-PO, routes credit-card and subcontractor invoices for human review, and applies audit metadata.

Matching. Resolves PO lines, vendor records and GRN/SRN receipts, or agreement terms on the Non-PO path, returning a confidence assessment rather than a binary determination.

Validation. Operates a ValidationOrchestrator encompassing more than 40 country and policy rules, including India GST slabs, withholding tax, totals, dates and vendor master data.

Exception. Governs notifications, Unprocessed disposition and human-in-the-loop rework.

Audit and Posting. Confidence-gates the NetSuite write, attaches the source email on Non-PO bills, persists Invoice Entry Status, and blocks duplicates where a NetSuite bill identifier already exists.

Supervisor and Orchestrator. Governs routing, retries and the escalate-versus-post decision.

No bill is ever created under ambiguity

Ambiguous or failed validation never creates a Vendor Bill. The invoice routes to an Unprocessed queue with a coded fail reason and a notification for human resolution. This established finance stakeholder confidence in automated posting from the outset: the failure mode is a visible, reportable queue rather than an incorrect entry in the ledger.

The AP Operations Dashboard, delivered as the AutonoPay 360 console, aligns with the ADAM Control Tower model: a command center covering straight-through processing rates, volume, NetSuite posting success and aging, together with batch monitoring, an exception workbench, vendor intelligence, entity-level performance, scheduler health and export for leadership reporting. Operational pause controls permit automated posting to be suspended without a code redeployment.

Every month-end close window honored through cutover

Delivery followed a phased, co-innovation model with internal Finance as the client, not a large-scale ERP replacement. Discovery assessed process, mailbox, NetSuite and data-foundation readiness, established the PO versus Non-PO volume and exception split, and identified country rules to encode in standard operating procedures. The roadmap prioritized PO three-way matching first for the highest control and automation yield, then the Non-PO agreement path, then the operations dashboard and supervisor repair loops.

Build and integration covered the Azure Functions scheduler, Graph mailboxes, Document Intelligence, Synapse feeds, the agreement index, NetSuite bill APIs, status persistence, notifications, Key Vault and operations dashboards, with country validators and standard operating procedures as the authoritative source. Unit, system integration and user acceptance testing ran with AP analysts against representative invoice samples. Cutover was sequenced, with GRN/SRN GL impact as a hard accounting gate, followed by PO go-live, dedicated Non-PO user acceptance testing, Non-PO go-live and stabilization. Month-end close windows were observed throughout.

Change management ran in parallel: the accounts payable role moved from manual entry to exception management; Procurement and workplace services took accountability for GRN/SRN quality and PO-creation standards; the CISO function cleared the threat model and production release; and an Operations Runbook covering pause controls, scheduler, incidents and rollback established sustainable supportability.

From ten processors to two approvers

- **80% of manual** invoice-processing effort released, with 20% retained for exception governance across an unchanged six-entity footprint
- **Approximately 13%** of total processing effort released per legal entity on an even split, governed by two shared approvers
- **A 15-minute batch** window on the automated path, against the 9.2-day industry average reported by Ardent Partners for 2025
- **Touchless and straight-through** processing advancing from the 32.6% industry average toward the Best-in-Class benchmark of 50% or higher
- **Double-posting exposure** eliminated by design, through duplicate prevention and fail-closed validation that will not post under ambiguity
- **More than 40 country** and policy rules encoded in standard operating procedures and validators, replacing undocumented practice
- **Automated posting** suspendable without code redeployment, retaining operational control outside the release cycle
- **A named ADAM reference** implementation for multi-entity, NetSuite-centric accounts payable, reusable for clients on comparable procure-to-pay patterns

ABOUT BRILLIO

Brillio is The Enterprise AI Accelerator helping Fortune 1000 companies move from AI ambition to scaled impact, faster. Powered by our AI accelerator platform – Agentic Data and Application Management (ADAM), Brillio is one of the fastest-growing digital technology service providers, delivering transformation across five core workstreams: business-led transformation, customer experience transformation, AI and data engineering, digital engineering, and infrastructure engineering.

With 14 delivery locations across North America, Europe, and Asia and a team of over 6,000 customer-obsessed professionals, Brillio combines deep industry expertise, modern engineering, and accelerators to deliver measurable outcomes. Headquartered in Dallas, Texas, Brillio serves clients globally with a commitment to speed, scale, and measurable impact.

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