



UNIVERSAL MUSIC GROUP

Universal Music Group Streamlines P2P AP Invoice Process Leveraging Percipere's Leadership in Business Process Integration

Company Name: Universal Music Group

Website: www.universalmusic.com

Industry: Media and Entertainment

Headquarters: Netherlands

Employees: 8000+



Universal Music Group (UMG) is the global leader in music-based entertainment, with an extensive presence in recorded music, music publishing, merchandising and audiovisual content across more than 60 countries. Today, it boasts the most comprehensive repository of recordings and songs across every musical genre.

Challenges:

Some of the challenges UMG were facing before the project were:

- P2P – AP team manually processing vendor invoices in the ERP
- Error-prone, repetitive, and slow processing due to a high data volume
- Consumption of valuable workforce bandwidth deprives other strategic objectives

Why Universal Music Group Chose Percipere:

The Media & Entertainment industry leader sought a reliable automation implementation partner to transform its invoice management. The requirement revolved around extracting vendor invoices from the portal, fetching the invoice details using OCR and processing the same in the ERP.

After a successful intervention by Percipere's Intelligent Automation practice using UiPath resources and industry-leading skillsets, guidance and support, UMG is now capable of handling 2500+ invoices monthly through automation for the UK region.

The Solutions:

UI Path

Process Intelligence

SAP

ServiceNow

OCR

Business Benefits:

98%

reduction
in Manual errors

82%

reduction in FTE for UK

80%

savings in
Processing Time

80%

improvement in
Exceptions Handling



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