

CASE STUDY

EUROPEAN LOGISTICS COMPANY STREAMLINES AP PROCESSING WITH MINDZIE PROCESS INTELLIGENCE

A European logistics company, managing freight and warehousing operations across multiple countries, faced persistent challenges in its Accounts Payable (AP) process. Despite having a modern ERP system, the finance team struggled with delayed invoice approvals, high levels of rework, and missed early-payment discounts that increased costs and strained vendor relationships.

The leadership team turned to mindzie process intelligence to uncover hidden inefficiencies, gain transparency, and drive measurable improvements.

Executive Summary

mindzie's process intelligence platform integrated ERP and finance data to illuminate the end-to-end Accounts Payable process. By exposing hidden cycle-time stalls, re-work loops, and compliance gaps—and then continuously monitoring them—the company reduced leakage, avoided late payment penalties, and improved supplier trust.

“With mindzie, we finally gained the transparency to see exactly why approvals stalled and where rework was draining resources. The alerts keep us ahead of potential SLA breaches and ensure our suppliers are paid on time.”

– Chief Financial Officer

Quantified Results

- **Improved AP cycle times by almost 30%**
- **35% reduction in invoice corrections**
- **20% in early-payment capture**



Business Challenge

Despite ERP investments, the logistics provider’s finance team struggled with:

- **Long invoice approval cycles, particularly for multi-country freight vendors.**
- **High rework due to mismatched POs and manual data corrections.**
- **Missed opportunities for early-payment discounts.**
- **Compliance gaps with internal SLAs for timely invoice processing.**

OPERATIONAL HIGHLIGHTS

Metric	Pre-mindzie	Post-mindzie	YoY Delta
AP Cycle Time	20 days	14 days	-30%
Invoice Rework	20%	13%	-35%
SLA Compliance	60%	75%	25%
Early-Payment Discounts Captured	55%	66%	20%

Why It Worked

- **Process Transparency Across Borders** – mindzie mapped differences in AP performance between regional offices, giving leadership clear visibility into where bottlenecks originated.
- **Data-Driven Supplier Negotiations** – Analytics revealed chronic delays tied to certain vendors, arming procurement with insights to renegotiate terms.
- **User-Level Accountability** – Dashboards highlighted recurring manual errors by role, enabling targeted training and accountability without adding oversight layers.
- **Proactive SLA Safeguards** – Automated notifications to approvers kept invoices moving, ensuring deadlines were met before risks escalated.

Conclusion

By shifting from a reactive to a data-driven approach, the logistics provider turned AP into a strategic advantage. mindzie empowered the finance team to reduce inefficiencies, strengthen vendor relationships, and ensure working capital was optimized. Beyond immediate gains, continuous monitoring and automated actions mean the company can sustain improvements while adapting quickly to changing business demands.

info@mindzie.com | www.mindzie.com

Let mindzie turn your process data into your next competitive advantage.