

Dennys Centralize Inbox Communications with AI-Based SmartBots

CASE STUDY SMARTVENDOR : AP HELPDESK

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SETTING THE STAGE

Denny's Corporation is an American table-service diner-style restaurant chain. It is the nation's largest chain of family-style, full-service restaurants. The company consists of the Denny's and Keke's brands, many of which are franchised and licensed operations.

Recently Denny's introduced a new powerful framework with a heightened focus on their existing strategies. As part of their C-R-A-V-E Strategic Priorities, Denny's looked to Create (the C in CRAVE) leading-edge solutions with technology and innovation. One of the areas ripe for transformation was the finance back office.

As part of collecting royalties billed to franchisees, customer invoices were being created and flowing through their finance inboxes. The inbox was filled with requests for payment statuses, short pay

DENNYS | THE DETAILS

- 1,500+ restaurants
- In 49 states
- Multiple countries
- 32 new opened in 2023
- The Grand Slam Is Named in Honor of Hank Aaron

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inquiries, and updates for account records -- more than the team could handle efficiently.

The team needed to synchronize multiple entities and multi-company mailboxes to standardize responses and speed up response times for incoming inquiries and requests for documentation.



INTRODUCING AUDITORIA

Denny's needed a way to increase the speed and effectiveness of the AP team's work and the ability to consolidate AP communications, so it chose Auditoria's AI-based SmartVendor AP Helpdesk to centralize inbox communication, reduce resource requirements, and speed up response time.

SmartBots were deployed to capture and monitor mailbox traffic and intelligently handle high-volume AP requests, inquiries, and corresponding tasks. The SmartBots verify email senders, understand sender intents, extract message data, and search systems of record to respond to requests coming into Denny's AP team.

The SmartBots classify and label emails, write notes, and dynamically prioritize tasks for the AP team to handle. The SmartBots also send replies per the outcomes of intent match and record searches set as part of the AP workflow.

All activity, both human and automated, is captured in the Auditoria console, eliminating the need to log into shared email boxes. Data is aggregated from disparate systems for a single view.

FAST FACTS

- Centralized finance inboxes to streamline workflows and increase response times
- Reduced process workload by 60%+
- Improved employee morale and vendor satisfaction

Human-In-The-Loop Collaborative Mode increased accuracy in responses, higher productivity, and stronger trust in automation. With established confidence and deepened trust, users switch to autonomous mode for AI to control workflows without human intervention.

This synergy between human insight and AI capability marks a significant advancement in streamlining finance office operations.

AUDITORIA® SMARTBOTS FOR EMAIL INBOX MANAGEMENT

Auditoria SmartBots act as "AI TeamMates" that engage with systems of record, shared inboxes, and key stakeholders. SmartBots capture data and actions, and hand-off to humans using workflows to escalate when intervention is needed. Purpose-built for finance, Auditoria SmartBots full-featured data invoice extraction and record creation. Auditoria SmartBots handle more than 75% of the administrative work that an FTE would do.





REALIZING IMPACTFUL RESULTS

By utilizing the AP Helpdesk module, Auditoria delivered rapid, reliable processing of email-originated AP requests and inquiries, backed by generative AI. Auditoria helped streamline Denny's AP communications using machine learning and AI technology, and identified the sending of duplicate invoices in almost 12% of the invoices received, allowing the AP team to save time and effort processing invoices already in the system.

95% of the emails received in the inboxes had intents that were detectable by the SmartBots, including requesting the status of a payment, a short pay inquiry, or a request to update an account record.

AP Helpdesk helped increase vendor satisfaction with responsive communication and faster turnaround of email requests. Summary email extraction insights, such as intent detection, replies, and tasks, were displayed and exportable for Denny's team with SmartBot performance reporting to show the value and insights gained.

With Auditoria SmartBots handling the redundant and repetitious portions of inbox management, Denny's AP team was freed up to tackle more pressing exception handling and relationship building to maximize operational efficiency.

"Our goal at Denny's is to boost the efficiency of our internal teams, allowing them to devote more time to strategic thinking and analytical tasks. Auditoria stood out as the optimal solution to automate and streamline our most cumbersome back-office operations. With Auditoria's advanced GenAI technology and seamless integration with Workday, we are now adept at managing high volumes of emails and invoices. This has significantly enhanced control and has led to improvements in productivity, accuracy, and standardization across our accounts payable department."



Jay Gilmore

Senior Vice President,
Chief Accounting Officer,
and Corporate Controller



ABOUT AUDITORIA.AI

Auditoria.AI is a ground-breaking SaaS solution that addresses the most pressing challenges of the finance office. Auditoria increases finance teams' speed, accuracy, and efficiency using AI-enabled SmartBots to automate redundant and manual back-office processes and derive greater cash position visibility.

Purpose-built for finance with natural language technologies, Computer Vision, AI, and machine learning, Auditoria SmartBots integrate with systems of record and email boxes to streamline collections, optimize vendor management, and handle accounting inquiries using automation. By transforming these key functions, Auditoria improves the lives of finance and accounting professionals by applying technology to automate the routine, repetitive, and laborious parts of the finance function, freeing teams to perform higher-level business functions and more strategic initiatives.

The advanced software delivers generated AI-driven workflows and decision support across massive volumes of enterprise data, augmenting finance teams with intelligent automation to execute business processes, deliver rapid insights, and quickly respond to customer and vendor needs.