



# Las Vegas Valley Water District Streamlines AP With Intelligent Automation to Boost Efficiency and Morale



"We went from 50 to 60 percent electronic invoices, to 75 to 80 percent touchless processing. The efficiency is amazing! We now spend our time on value-add tasks instead of transactional work."

**Kristen Bell, AP Supervisor, Las Vegas Valley Water District**

The Las Vegas Valley Water District, responsible for providing water to more than two million residents in Southern Nevada, was navigating outdated and highly manual accounts payable processes. Even after adopting a top rated procure to pay system, they struggled with suppliers who refused to submit electronic invoices. This left the AP team burdened with PDF processing, long cycle times and unnecessary touchpoints.

To modernize AP operations, the Las Vegas Valley Water District partnered with Relish Invoice AI to streamline PDF invoicing, strengthen data integrity before ERP entry, and increase touchless processing, ultimately giving staff more time for strategic priorities.

## Challenges

**Heavy Manual Processing and Fragmented Systems:** Despite already having an advanced procure to pay platform, many suppliers continued sending PDF invoices. Without Invoice AI and its ability to extract data from email, PDFs and unstructured formats, AP staff were forced to manually key, match and route invoices that were often lengthy or complex.

**Approval Delays and Limited Visibility:** Invoice intake through email made it difficult to track status, respond to inquiries or maintain clean audit trails. The team lacked the centralized visibility and automated validation provided by Invoice AI.

### **High Labor Costs and Inefficient Use of Personnel:**

The AP team historically required five staff members. As natural attrition reduced the team to two, the automated processing capabilities in Invoice AI allowed for continuity and workload stability even with the reduction in staff.

**Supplier Resistance to Change:** Many suppliers insisted on long standing habits and explicitly stated they would not adopt electronic invoicing. Invoice AI made automation possible by processing PDFs, nonstandard documents and even handwritten notes.

**Complex Service and Contract Backed Invoices:** Contract-based invoices lacking POs once demanded constant manual review. Invoice AI's configurable rules engine, combined with its contract-aware logic and adaptive AI learning, now recognizes recurring patterns, reduces exceptions, and routes invoices to the right approvers automatically.

**Accuracy Limitations with Traditional OCR:** Earlier OCR tools struggled with multi-line invoices, vendor specific layouts and unusual formats. Invoice AI uses advanced OCR designed for real world PDF invoices, which significantly reduced exceptions.

## Solution

The Las Vegas Valley Water District selected Invoice AI to enhance its procure to pay investment and automate PDF invoice processing at scale. Invoice AI centralized intake, automated data extraction, validated invoices before ERP entry and enabled high touchless processing rates.

## AI Powered OCR Designed for Real World PDF Invoices

Invoice AI delivered accurate header and line level extraction, recognized vendor specific layouts and continually learned from processing patterns which greatly reduced manual keying.

### Rapid Deployment in Six Weeks

The Water District implemented Invoice AI in six weeks with Relish handling most technical steps. Measurable improvements followed within two months.

### Configurable Rules and Workflows

The AP team could modify routing rules, vendor logic and match tolerances without IT support which accelerated continuous improvement.

### Dynamic Routing and Exception Handling

Clean invoices moved through the system without manual intervention, while true exceptions were surfaced with clear context for quick review.

### Strong Procure to Pay System Integration

Invoice AI integrated smoothly with the existing platform which supported intake, coding, approvals and automated transmission to the ERP for payment.

### Responsive Support and Continuous Optimization

Relish partnered closely with the AP team to fine tune routing logic, reduce noise and steadily improve the automation rate.

## Outcome

Invoice AI and its intelligent OCR, validation engine and automated workflows enabled significant gains in efficiency, accuracy and team morale.

### ~ 80% Touchless Invoice Processing:

Most invoices now process without human intervention.

### Higher Labor Efficiency Without Organizational Disruption:

Despite their now smaller AP team, throughput and accuracy have increased due to Invoice AI's intelligent processing capabilities.

### Faster Cycle Times and Improved Cash Flow Visibility:

Automation improved processing speed, shortened inquiry response times and created a clearer view into financial commitments.

### Better Supplier and Internal Stakeholder Experience:

Invoices flowed more consistently, exceptions decreased and communication improved across departments and with suppliers.

### Higher Morale and More Strategic Focus:

With transactional work reduced, AP staff can address exceptions quickly, allowing them to focus most of their time on more strategic tasks, prioritizing vendor relationships and long-term improvements.



"I wish we could have done this ten years ago. The technology just was not ready back then."

**Jim Hanning, Chief Procurement Officer, Las Vegas Valley Water District**

### Ready for Future Growth:

With Invoice AI's adaptive AI capabilities and ongoing collaboration with Relish, the organization is prepared to expand automation across more invoice types and business areas.



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