



Specialty Smile Partners Reduces Risk and Manual Work with Relish Invoice AI

"As AI continues to evolve at a rapid pace, the team at Relish has been exceptional. They've gone above and beyond to ensure the platform delivers real impact for our organization, while making us feel like true partners. We genuinely feel like part of the Relish family."

Jason Curtis, Accounts Payable Specialist, Specialty Smile Partners



Challenges

Specialty Smile Partners (SSP) is a dental support organization providing administrative and business services to 67 orthodontic and pediatric practices across the United States, enabling clinicians to focus on delivering high-quality patient care.

As the organization scaled, its accounts payable operations faced increasing pressure, with invoice processing remaining heavily manual and difficult to manage efficiently. Growing invoice volumes and manual workflows made it challenging to maintain speed, accuracy, and control at scale.

High Manual Effort and Processing Delays

The AP team was responsible for managing large volumes of emailed and PDF invoices, requiring manual effort at every step, from data entry to coding and review. Frequent PO mismatches and incomplete submissions created additional back-and-forth, slowing approvals and increasing processing time.

As invoice volume grew, these manual processes became increasingly difficult to sustain, limiting the team's ability to scale efficiently.

Unvalidated Invoice Intake

At the same time, invoices were entering the

system without validation upfront, creating downstream challenges that compounded over time.

As a result:

- Processing times increased due to rework
- Errors and duplicate payments became harder to prevent
- Visibility into data accuracy at intake was limited
- The AP team experienced growing operational strain

Instead of catching issues early, the team was forced to resolve them after invoices had already entered the workflow.

SSP needed a way to verify invoice data before it entered their system, without disrupting existing workflows or adding complexity for the team.

Solution

SSP implemented Relish Invoice AI, embedded directly within their enterprise system.

This introduced a validation layer at the point of entry, ensuring invoice data is verified before it enters the workflow, without requiring changes to existing systems or processes.

With Relish in place, SSP can now automatically digitize invoices received via email or PDF and validate that data before submission. Invoice details are matched against purchase orders and contracts in real time, and any discrepancies are immediately flagged for review.

Specifically, SSP now:

- Automatically digitizes emailed and PDF invoices
- Validates invoice data before submission
- Matches invoice details against POs and contracts in real time
- Flags discrepancies immediately for review

Clean, validated invoices flow directly within their system for approval, while exceptions are isolated and routed for focused attention.

Because the solution is fully embedded:

- There is no change to existing systems
- No disruption to AP workflows
- No additional manual steps required

The AP team continues working—now with validated data entering the process.

Results

SSP saw immediate and measurable improvements in both efficiency and control.

- 65% touchless invoice processing
- 50% reduction in exception rates
- Significant reduction in manual data entry

By validating invoices before they enter the system, SSP reduced duplicate payments and eliminated many preventable errors. Data accuracy improved

across the board, while processing speed increased as fewer invoices required manual intervention.

The result is a faster, more reliable invoice process with stronger financial controls built in from the start.

Conclusion

Relish enabled Specialty Smile Partners to shift from reactive invoice processing to proactive control. Instead of correcting issues after invoices are entered into the system, the AP team now works with validated, accurate data from the start, allowing them to focus only on true exceptions and operate more efficiently as invoice volume grows.

By embedding validation at the point of entry, SSP strengthened financial controls, reduced fraud and payment risk, and created a more consistent and scalable accounts payable process. With Relish, every invoice is verified before it becomes a downstream problem, ensuring accuracy, compliance, and confidence in every transaction.



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