



Rensselaer Polytechnic Institute Cuts Invoice Processing Time from Days to Seconds

Leveraging JAGGAER's Invoicing with an AppZen integration, the university not only fosters efficiency but also develops stronger supplier relationships

Vertical

Higher Education



Location

Troy, New York, US

Size

- 2,000 employees
- 7,000 students

Featured Product Families

-  JAGGAER One Platform
-  Invoicing—Autonomous AP with pre-built AppZen Integration



About Rensselaer Polytechnic Institute

RPI was founded in 1824 for the application of science to the common purposes of life, Rensselaer Polytechnic Institute (RPI) is the first technological research university in the United States. Today, it is recognized as a premier university, noted for its robust and holistic learning community that connects creativity with science and technology. RPI is dedicated to inventing for the future, from shaping the scientists, engineers, technologists, architects, financiers, managers, and entrepreneurs who will define what's next for humanity, to research that bridges disciplines to solve the world's toughest problems.

Business Challenge

Overcome paper-based manual processes, inadequate controls, and invoicing inefficiencies causing delays and lack of visibility.

Why JAGGAER

Establish electronic controls, workflows, and AI-driven visibility, optimizing complex peer-to-peer processes while optimizing security and compliance.

Through JAGGAER Invoices and its AppZen Integration, RPI has:

- Achieved 97% data capture accuracy, significantly reducing manual error correction
- Dramatically enhanced invoice visibility and supplier compliance, reducing inefficiencies and delays
- Cut invoice processing times down from days to under one minute



“We have ultimate visibility into any invoice document that any supplier or entity submits to RPI. Our invoices are accurate before they even get to their first approval.”

Tiffany Bolduc, Associate Director, Finance Applications & Systems Technology

Why JAGGAER

JAGGAER One is an intelligent source-to-pay and supplier collaboration platform, and the catalyst for enhancing human decision-making to accelerate business outcomes. Rensselaer Polytechnic Institute leveraged JAGGAER's Invoicing that enables end-to-end AP automation, eliminating AP bottlenecks and manual errors, and ensuring global invoicing compliance and accurate tax calculations.



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Executive Summary

RPI “aims to provide responsive, efficient, and timely acquisition of quality products and services at fair and reasonable pricing, consistent with Institute requirements and federal guidelines.” In pursuit of this mission, it recently integrated AppZen with JAGGAER Invoicing to maximize visibility and efficiency in RPI’s accounts payable processes.

Manual bottlenecks and digital disconnects

Founded in 1824 in Troy, New York, RPI is the oldest technological research university in the U.S. With a long-standing commitment to innovation and return on investment, RPI fosters cross-disciplinary collaboration and embraces emerging technologies to overcome challenges and deliver high-quality service to internal and external stakeholders.

One such internal challenge was a legacy procurement system heavily reliant on manual, paper-based processes. Physical requisition forms, in multiple colors, required numerous manual signoffs and transit across campus for approvals. “It was a nightmare,” says Jill Quinones, Director, Finance Applications & Systems Technology at RPI. “We had a room filled with filing cabinets strictly for old purchase orders.” Staff were unable to verify each signature’s authenticity or provenance.

The Accounts Payable team at RPI had been hoping to solve the high volumes of manual data entry, inconsistent invoice formats, and frequent follow-ups to resolve errors. These challenges were delaying payments and draining staff resources, and they were compounded by a lack of real-time visibility into invoice status and approval flows. While other procurement processes had become more automated over time, invoicing lagged behind. RPI needed a solution that could increase accuracy, minimize manual effort, and speed up payments without increasing

headcount or administrative burden. The university had been an early adopter of the JAGGAER One platform and decided the best way forward was to extend its digital transformation of procurement to accounts payable through integration of invoicing and AP via JAGGAER technology partner AppZen, which offers an AI solution for data capture, standardization, and prioritization.

A synergy of powerful solutions

The first step in the invoicing transformation was redesigning and optimizing the invoice workflow. JAGGAER’s Professional Services team worked closely with the university to rethink and streamline the process before any new technology was deployed. At the time, RPI was working with a collection of inflexible business rules that made it difficult to adapt to new needs or policy updates without technical support. So, it was a priority for Quinones and her team to gain more internal control.

To answer this need, RPI transitioned to JAGGAER’s Advanced Data Workflow engine, which replaced manually configured fixed rules with more dynamic, data-driven logic. This enabled the team to manage and update workflows independently. “It was amazing. I loved the Professional Services representative,” says Quinones. “We learned so much from the experience, and we made some really, really great changes.”

With the new foundation in place, [AppZen’s Autonomous AP](#) was implemented leveraging the pre-built integration with [JAGGAER Invoicing](#) and its modernized workflow. It now automatically processes incoming invoices, applies policy checks, and routes them for approval. “For me, it is by far, one of the best things we’ve done here,” says Quinones. “It’s taken a huge burden off our team.”

What’s more, invoices now route through AppZen to accounts payable first before

being sent to campus. This additional gate check ensures invoices are not duplicates, and that they are valid and accurate before further approvals, proving to be a huge time saver for the team.

“We have ultimate visibility into any invoice document that any supplier or entity submits to RPI,” says Tiffany Bolduc, Associate Director, Finance Applications & Systems Technology at RPI. “That puts us in a very

good position to make sure that we’re making timely payments. Our invoices are accurate before they even get to their first approval.”

The university currently supports 1,300 active users across all campuses and manages 42 catalogs. But the system’s flexibility extends beyond typical shopping functions; it is now leveraged in the creation of more than 20 forms for diverse processes, such as adding new organizations or creating Concur profiles.



“I come from finance and the controller’s office, which is all about compliance and security. But the workflow and the controls here are beyond anything I’ve ever experienced before.”

Jill Quinones, Director, Finance Applications & Systems Technology

Enhanced efficiency and strategic focus

With the new, improved visibility, RPI can now identify and rectify issues with supplier submissions, such as incorrect remit addresses or missing invoice owners, leading to a positive change in supplier behavior. Additionally, with direct submission tracking—facilitated by a mass communication push to encourage direct invoice submission—invoices now read and processed in less than a minute compared to days or even a month previously.

“It was a good change for us,” Quinones comments. “I come from finance and the controller’s office, which is all about compliance and security. But the workflow and the controls here are beyond anything I’ve ever experienced before. And the search function is amazing. We use it all the time.”

In fact, instead of waiting for issues to surface in the queue, the team now benefits from AppZen’s ability to flag exceptions and missing information automatically, helping them prioritize and resolve issues faster. What’s more, the system saves manual effort by automatically voiding irrelevant documents, such as sales flyers and duplicates. This is crucial at a university with 7,000 active suppliers—out of a total of 22,000 in the system—and 46,000 invoices processed annually by a team of three.

The system also proactively manages exceptions, automatically flagging and returning invoices for issues like attempts to post to a closed accounting period or being “out of tolerance” (for example, when the price exceeds a PO line item).

After the initial integration of AppZen with JAGGAER Invoicing, more than 12,000 invoices were processed in just six months, with 97% of those captured automatically, significantly reducing the need for manual data entry and accelerating approvals. The time saved means the team can focus on process improvements and engage in more strategic projects, such as proactively contacting suppliers to expedite payments for better rebates.

At the same time, an executive dashboard allows RPI to track the digital invoices, measuring improvements over time. After all, everything at RPI is about continuous improvements and optimizations. “I think the attitude in our group is ‘how can we make it better?’” Quinones says.

Soon, this could mean the implementation of JAGGAER Pay and Quick Pay, demonstrating the university’s ongoing commitment to evolving its procure-to-pay ecosystem.

Conclusion

RPI has not only streamlined its internal operations, cutting invoice processing times from days to less than a minute, but also fostered stronger relationships with its network of suppliers. RPI’s experience shows that by leveraging JAGGAER and innovative tools from its partners such as AppZen, universities can focus on what matters most in higher education. By reducing manual effort and establishing tighter financial controls, an institution can deliver better value for all its stakeholders.



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