

Case Study

TUNGSTEN
AUTOMATION

British Bakels Cuts Invoice Processing Time by 500+ Hours with



Tungsten

AP Essentials™

British Bakels, a leading UK bakery ingredients manufacturer, uses Tungsten AP Essentials™ to automate invoice capture and processing. In just three months, the company **cut 556 hours of AP** effort, gained **real-time visibility** over invoices, and laid the foundation for broader purchase-to-pay and supplier **onboarding automation**.

Key Outcomes

- **556 hours saved** in the first three months of going live, dramatically reducing time spent on manual invoice processing.
- **Faster invoice-to-payment cycle**, improving control of cash flow and supplier relationships.
- **Decrease in manual data entry**, lowering the risk of human error and rework.
- **Real-time visibility** into the invoice lifecycles, enabling better reporting, forecasting, and decision-making.
- **Scalable AP operations** designed to absorb growth in invoice volumes while maintaining current staffing levels.

Requirements

- Replace labor-intensive, manual invoice keying with automated capture and extraction to reduce the burden on AP teams.
- Introduce a cloud-based, SaaS solution that could be deployed quickly and easily maintained, requiring minimal internal IT resources.
- Ensure robust ERP integration and seamless data flow into core business systems to maintain financial consistency.
- Provide intuitive tools and workflows that AP staff could adopt gradually, minimizing disruption to established processes.
- Partner with an implementation specialist able to offer end-to-end consulting, localization, and training support.

“Tungsten AP Essentials has been game-changing for us in terms of being able to see tangible results from automation within our business.”

Sophie Allen-Miles, Project Coordinator at British Bakels.

Products in Use



Benefits

- Modernized invoice capture and approval while maintaining business continuity across existing ERP environments, including newly acquired sites.
- Supporting greater control over cash flow with clear, real-time visibility into invoice status and performance metrics via AP Essentials dashboards and analytics.
- Enabled AP to minimize manual repetitive tasks and focus on resolving exceptions and supporting the wider business.
- Established a proven roadmap for broader automation, positioning AP as the stepping stone to wider use of AI and automation.
- Created a flexible, future-ready AP platform that can support new use cases such as purchase-to-pay optimization and supplier onboarding.

Challenge

British Bakels is a UK-based manufacturer of specialized baking ingredients, serving artisan bakeries, large industrial producers, and retail brands. Its mission is to help customers create high-quality baked goods consistently and at scale, backed by reliable supply, technical expertise, and innovative ingredients.

Behind the scenes, this mission depends on a finance function that can process large volumes of supplier invoices quickly and accurately. However, the Accounts Payable team was dealing with significant manual data entry and limited automation,

Invoices arrived in various formats and were keyed into the ERP by hand. This slowed turnaround times and increased the risk of human error, while giving the business little real-time visibility into the invoice lifecycle.

At the same time, British Bakels had acquired its Liverpool site, where invoice matching software was already in use (something the rest of the business did not yet have). When integrating Liverpool into the group ERP, the company was determined not to take away any of the capabilities the team relied on in their previous system. That meant any new approach to AP had to respect what was working well in Liverpool while lifting the rest of the organization onto a more modern footing.

The company was also advancing a broader digital transformation agenda and required an upgrade from aging, high-maintenance capture tools to automated invoice capture using OCR and AI-driven extraction, with strong ERP integration and seamless data flow into core business systems. On top of this, British Bakels wanted to streamline exception handling so that only genuinely needing attention reached the team, and to scale AP processing to higher volumes without adding headcount.

Introducing anything new into the cash flow processes was recognized as highly sensitive. British Bakels knew that success would depend on securing user buy-in and trust from the start, so the solution had to offer clear benefits while preserving established ways of working.

“Introducing anything new can be extremely challenging, especially when people are reliant on manual processes. So you have to get buy-in and develop trust immediately.”

Sophie Allen-Miles,
Project Coordinator at British Bakels.

Solution

British Bakels selected Tungsten AP Essentials to automate invoice capture and processing, and partnered with Cobwebb as its end-to-end implementation consultant. The company chose AP Essentials for its superior extraction capabilities (95% first-pass capture accuracy), cloud accessibility, and a rapid deployment timeline compared with on-premises alternatives and newer, unproven capture options. AP Essentials also offered a more mature, intuitive interface and superior machine learning capabilities, enabling it to adapt to diverse supplier invoice formats, eliminating the need for constant manual intervention.

Working closely with Cobwebb, British Bakels mapped AP Essentials to its core ERP system, ensuring that existing capabilities at an acquired Liverpool site were preserved. The technical integration itself was completed within days, with Cobwebb handling the initial evaluation, requirements mapping, configuration, and training. This allowed the project team to focus its energy on user

acceptance testing and change management, introducing the new workflows gradually so as not to disrupt established routines.

Once live, AP Essentials began automatically capturing and extracting invoice data using OCR and AI, validating invoices and routing them into the ERP system with far less manual intervention. Exception-handling workflows were streamlined: only invoices requiring extra attention were routed to AP staff, while clean invoices flowed straight through. The built-in dashboards and analytics suite provide immediate insight into volumes, processing times, bottlenecks, and cash-flow impact, giving British Bakels a level of visibility it did not previously have.

This combination of technology and partnership has delivered an “automation with continuity” model where British Bakels can scale invoice processing, refine rules, and onboard new suppliers at its own pace, secure in the knowledge that the underlying platform, ERP integration and machine learning models are stable and continually improving.

“We had testimonials from our Liverpool team because Kofax/Tungsten Capture was already being used there, so there was an element of preexisting trust. This made it easy to bring in our Bicester team. The developers had no issues with the integration—it took them days rather than weeks to get it up and running.”

Sophie Allen-Miles,
Project Coordinator at British Bakels.

About the Company

British Bakels is a premium manufacturer and distributor of specialized ingredients for the baking industry. Serving artisan, industrial, and retail bakers across the UK and international markets, the company focuses on delivering consistent quality, innovation, and technical support. They use Tungsten AP Essentials to streamline invoice processing and ensure that their financial operations keep pace with the demands of a complex, fast-moving supply chain and continue to support reliable service for their customers.

Results

British Bakels has dramatically reduced manual effort in AP and subsequently sped up invoice processing while maintaining strong control and visibility. In the first three months after go-live, the company saved 556 hours of processing time, proving the business case for AP automation in a measurable way, and gaining better control over cash flow through improved, analytics-driven reporting.

The AP Essential dashboard and analytics suite have been particularly impactful, giving the team clear, immediate visibility into performance metrics and the improvements they have achieved.

These insights help AP and finance leaders track efficiency gains, identify bottlenecks, and demonstrate the value of automation to the wider business.

The solution, implemented initially to address AP invoice capture, has also created a repeatable blueprint for new use cases. British Bakels can now explore automation across the broader purchase-to-pay flow and supplier onboarding, confident that AP Essentials can support those extensions with robust technologies.

The software provides the flexibility essential to ensuring new processes actually stick, allowing teams to adopt automation at a pace that fits their comfort level and operational needs.

"I particularly like the paperless side of things, and the purchase-to-pay process is the next area where we aim to move forward with automation. I would absolutely recommend Cobwebb and Tungsten—the communication, the product, and the implementation were all fantastic. We're already seeing the results."

Sophie Allen-Miles,
Project Coordinator at British Bakels.

About Tungsten Automation

Tungsten Automation is the AI partner advancing document intelligence across the world's most regulated industries. Trusted by 25,000+ global businesses – including 8 of the top 10 banks, 9 of the top 10 largest logistics companies, and more than 40% of the Fortune 100 – we transform unstructured documents into trusted, compliant, AI-ready data that powers enterprise workflows and agentic automation at scale. Our 95% customer renewal rate reflects not just what we deliver, but how we deliver it: as a partner invested in every outcome.

**Read more customer success stories
from our global customers at**
www.TungstenAutomation.com

About Cobwebb

Since 1986, Cobwebb Communications has been redefining how businesses handle data and documents. We specialize in cutting-edge AP automation, AI-powered OCR capture, and seamless ERP integrations that eliminate friction. Trusted by global brands like Barbour and New Balance, our tailored software solutions help you go paperless, maximize efficiency, and protect your bottom line.

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