



## Americana Restaurants: Reimagining Accounts Payable with agentic AI

Americana Restaurants is the largest out-of-home dining and quick-service restaurant operator in their 12 countries of operation across the Middle East and North Africa. With strong franchisor partnerships and a diverse portfolio of iconic global brands, including KFC, Pizza Hut, Hardee's, Krispy Kreme, Peet's Coffee, Wimpy, TGI Friday's, Costa Coffee, and Baskin Robbins, the company delivers world-class dining experiences. Their growth, in recent years, has been so rapid that it was starting to strain their technology infrastructure, exposing limitations in their ability to scale to demand. They sought out Infosys' expertise to help them establish a state-of-the-art BPM framework that would bring transparency and efficiency into their process ecosystem while prioritizing their vital enterprise Accounts Payable processes for AI-powered transformation.

Infosys started at the foundation, completely reimagining Americana Restaurants' document-centric workflows for an enterprise set to turn AI-first. The deployment of Infosys Accounts Payable Solution on the cloud and its application enterprise-wide ensured that Americana Restaurants significantly improved efficiency, reducing processing times, minimizing

errors, and optimizing costs. The integration of agentic AI that followed has made their invoice processing largely autonomous. AI agents process invoices end-to-end and offer support for multiple languages while managing complex validations and diverse expense types and processing exceptions with minimal human intervention. When required, users enjoy a highly intuitive user interface that only requires them to access a very simple training that serves them well across devices, from desktops to mobiles.

Infosys' agentic AI-powered cloud-based Accounts Payable solution is among the first of its kind anywhere in the world that empowers Americana Restaurants to:

- Not only process invoices with minimal human intervention but predict and plan for future transactions
- Adapt the accounts payable environment dynamically to process deviations, reduce errors, and increase accuracy
- Leverage Microsoft Azure GPT-4 Omni for continuous learning and operational improvements

***"Our partnership with Infosys has helped us embrace enterprise AI and transform the way we manage finance operations. With AI, our invoice processing is faster, more accurate, and far more future-proofed. This leap forward has also meant bringing more intelligence into our Accounts Payable, and we are looking to apply that learning into other areas of our organization."***

– Harsh Bansal, Chief Financial Officer and Chief Growth Officer, Americana Restaurants