

springtime TECHNOLOGIES with **sson**

Visibility Wins: Guaranteed Outcomes at British American Tobacco

April 14th 2026

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AI-native AP automation that delivers visibility, control, and proven outcomes



AI Pioneers

Leading the future with smart, self-learning automation.



AP Experts

We live and breathe AP – 100% practitioner expertise.



AP Automation

Touchless invoice processing with real-time control.



E-Invoicing

Fast, compliant, error-free digital invoicing.



Founded in 2004

Trusted globally. Proven at scale.



Built for global AP complexity

Years in AP+AI **15+**

Invoices processed **100M+**

Countries **75+**

Users **200K+**

 Boehringer Ingelheim <small>PHARMA</small>	 BOSCH <small>TECHNOLOGY</small>	 BOSS HUGO BOSS <small>FASHION</small>	 FESTO <small>TECHNOLOGY</small>
 DHL <small>LOGISTICS</small>	 essity <small>HYGIENE</small>	 EVONIK Leading Beyond Chemistry <small>CHEMICALS</small>	 BIONTECH <small>PHARMA</small>
 Lonza <small>PHARMA</small>	 PORSCHE HOLDING <small>RETAIL</small>	 Takeda <small>PHARMA</small>	 MERZ <small>And more ...</small>

Today's panelists



Steve Standring

Chief Revenue Officer

Springtime Technologies



Jasna Janjic

Solutions Architect

Springtime Technologies



Rob Bullen

Group Head of GBS

British American Tobacco

Agenda

01 **Why AP automation disappoints**

02 **BAT's reinvention journey**

03 **Measuring success and achieving goals**

04 **What real visibility looks like**

Poll 1

- 1 Have you outsourced your AP or GBS operations, or components of them?
- 2 How many formal productivity goals have you established for AP?
- 3 Of those goals, what percentage have you passed on to your suppliers as contractual targets?

AP without AI

Stuck. Manual. Frustrating.

Matching

OCR quality poor

E-invoicing disappointing

ERPs didn't support AP

Visibility

Little process transparency

No end-to-end view

Outcomes

High staff churn

6–10k invoices per FTE

Few higher-value services

Labor arbitrage. Outsourcing.

AP projects parked. Suppliers not trusted.



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AP with AI

High performance. Real visibility. In control.

Matching

Data capture excellent
AI removes bulk of exceptions
Matching rate above 80%

Visibility

In-depth process mining
True performance measurement

Outcomes

AP matching at > 80%
40,000 invoices per FTE
Compliance and risk managed more efficiently
Higher-value services automated

Small, high-performing AP teams.

Compliance owned. Suppliers accountable.

AP without AI

Stuck. Manual. Disappointing.

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AP with AI

High performance. Real visibility. In control.

Matching

Data capture excellent

Some issues continue to stick...

- Suppliers are still not really trusted to deliver
- Procurement systems still don't support AP and are challenged even more by e-invoicing mandates

Compliance and risk managed more efficiently
Higher-value services automated

Small, high-performing AP teams.

Compliance owned. Suppliers accountable.

AP is the engine room of the S2P process

It's not just about efficiency, even when touchless invoice processing exceeds 80%



The engine room data pool

- Master vendor data
- Contracts and POs
- Approvers
- Invoice and archive data

Goal: Full automation



What AP unlocks

- Fraud reduction and duplicate elimination
- Pay to contract terms
- Early payment discounts
- Rich supplier analytics
- Reclaim duplicate payments
- Process mining and continuous improvement



The BAT Journey

Key business statistics

As of 31 December 2025 (unless otherwise stated)

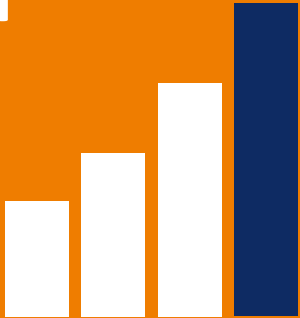
5
major product categories



£3,621m
Revenue from New Categories in 2025



34.1m
Consumers of our Smokeless products¹



47,000+
employees from 137 nationalities



£25,610m
2025 revenue



£11,279m
2025 adjusted profit from operations²



Triple-A
rating from CDP for our 2024 and 2025 disclosures on Climate Change, Water Security And Forest



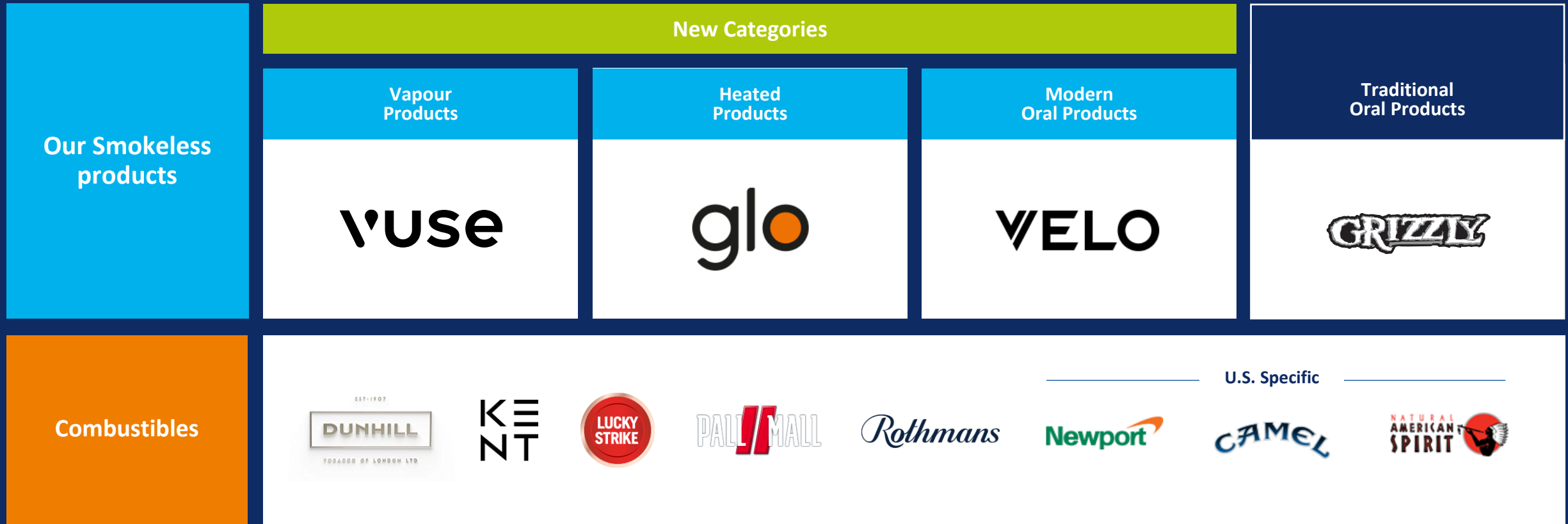
64
BAT-owned manufacturing facilities



¹ Internal estimate, ² adjusted for Canada

Our strategic portfolio

Our consumer-centric, multi-category portfolio reflects our commitment to meeting the evolving and varied needs of today's adult consumer



GBS is a Trusted Business Partner for the BAT Network



~4500 people



7 Global Hubs



Multifunctional End to End Processes supporting Global End Markets and Functions



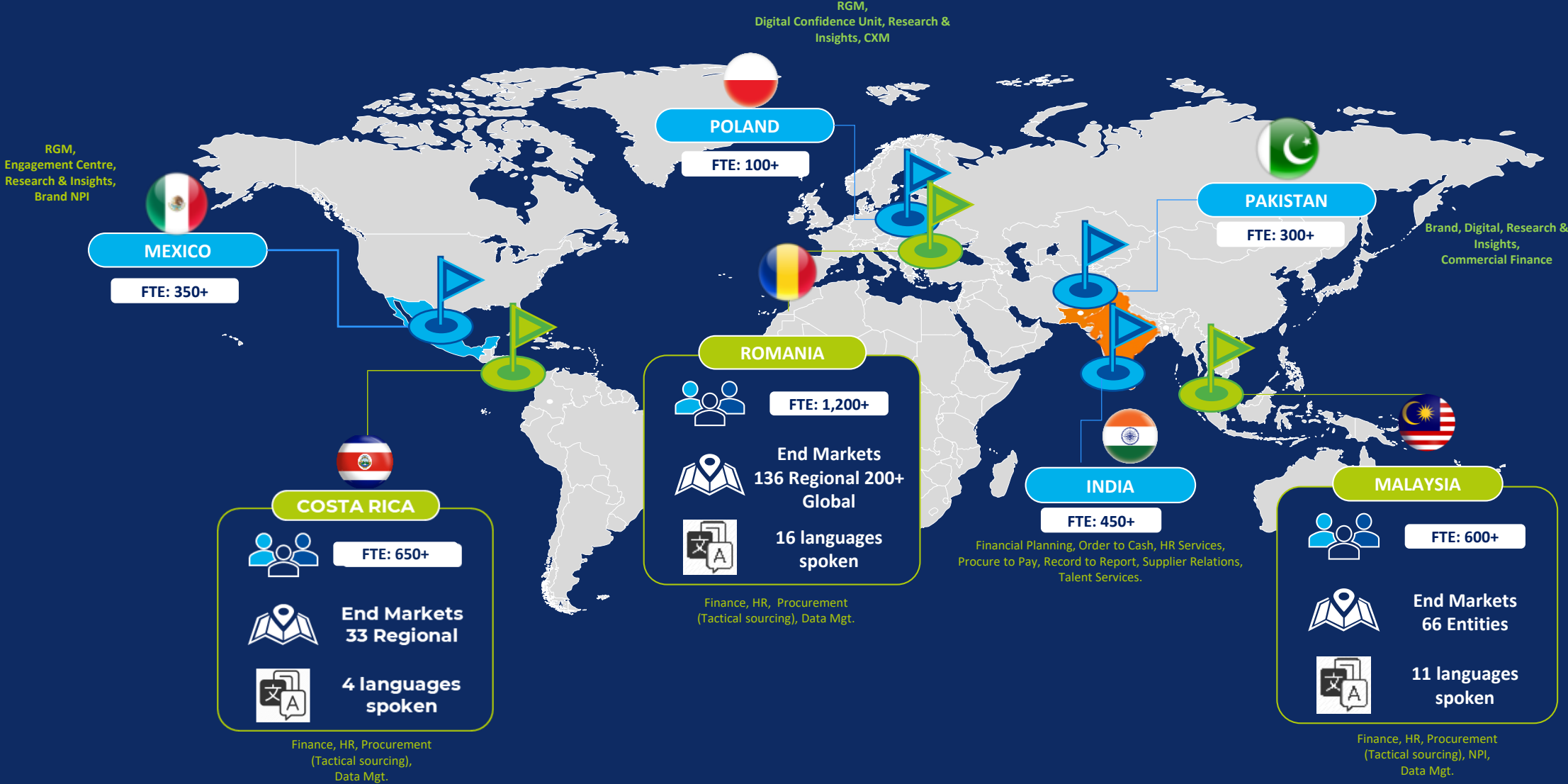
Global Business Solutions

**Trusted Partners in the Creation of Value
across Borders and Functions.**



BAT GBS Footprint and Services – c.3200 FTE

A well established global organisation with an extended service offering



In conversation



Steve Standing

Chief Revenue Officer

Springtime Technologies

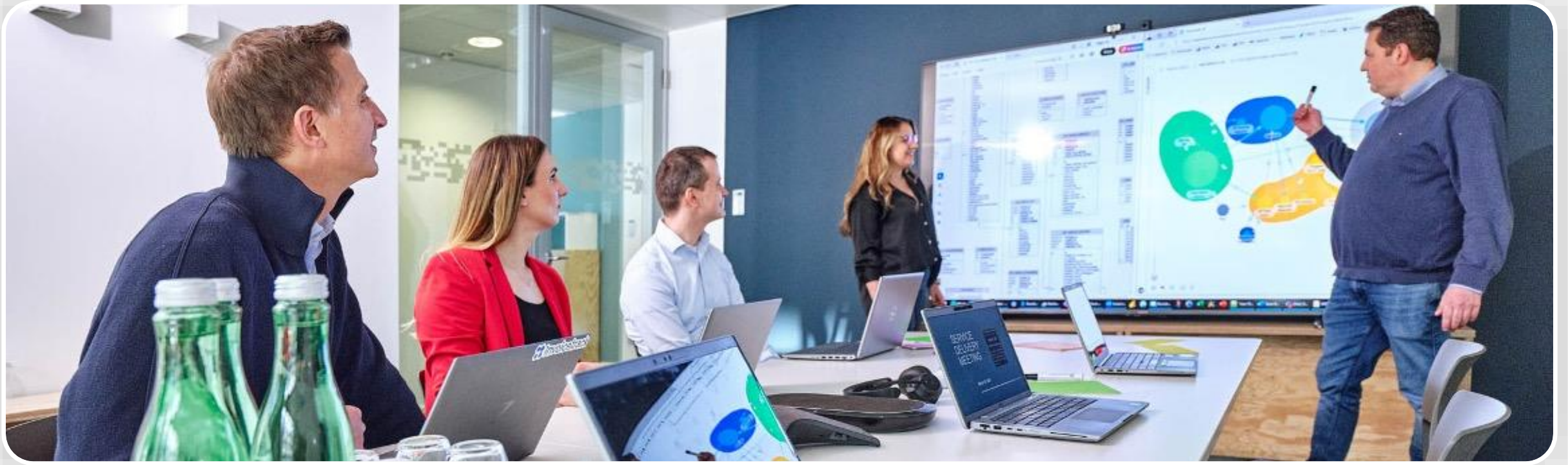
How BAT transformed
Accounts Payable from a cost center
into a performance lever



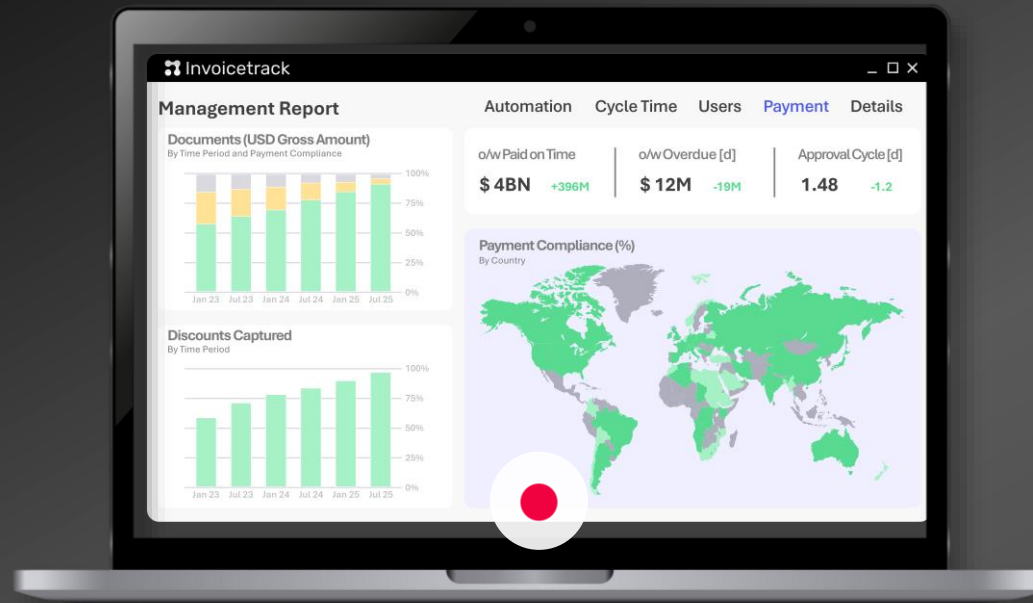
Rob Bullen

Group Head of GBS

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What real visibility looks like

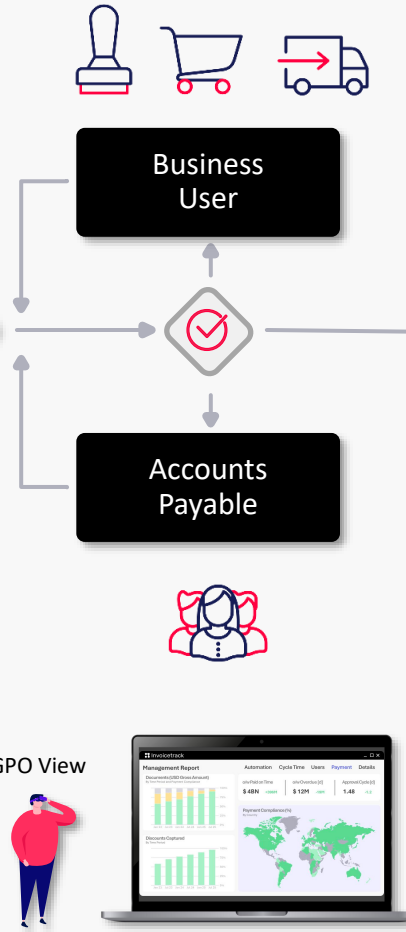
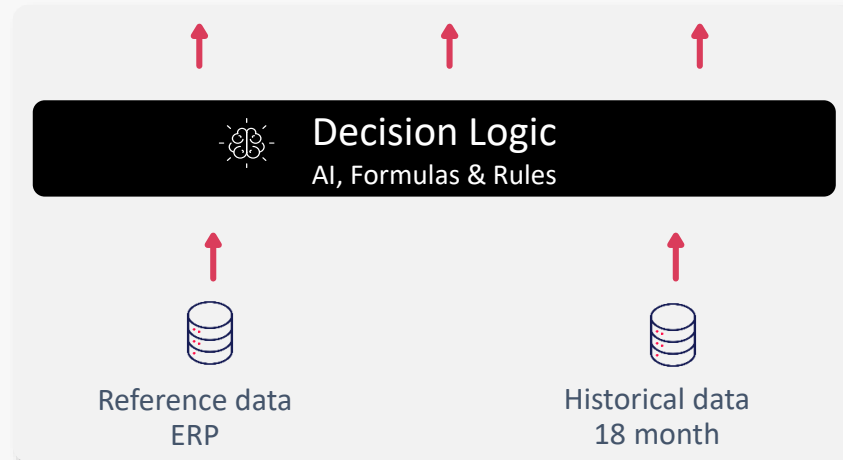


invoicetrack

Demo

Solution elements

Paper • PDF • Email
 Gov. gateways • Networks •
 Procurement systems • Supplier
 portals



Somewhat Managed Chaos

AP Calm • 100% Invoices • 1 View for AP

ERP Systems

Poll 2

- Q What is the biggest obstacle to achieving outcome-based productivity goals?
- We don't have a reliable baseline to commit from
 - Our suppliers and partners won't take on that kind of risk
 - We lack the visibility to track and validate performance
 - Internal alignment - too many stakeholders, too many priorities



Our Commitment Principle

Outcome commitments

Follow best practice

Proven AP methodology applied from day one.

Single source of truth

Invoicetrack as the definitive record across your operation.

Agreed KPIs

Invoices per FTE, minutes per invoice. Measured, reported.

Our revenue – not just the delivery – is tied to your success.

Your key takeaways

Automation still needed

World-class GBS operators still need automation to achieve their AP goals.

Modern tech is a game changer

We commit to its performance, not just its deployment.

AP is the engine room

The whole process matters, but AP drives real value upstream.

Visibility is the missing piece

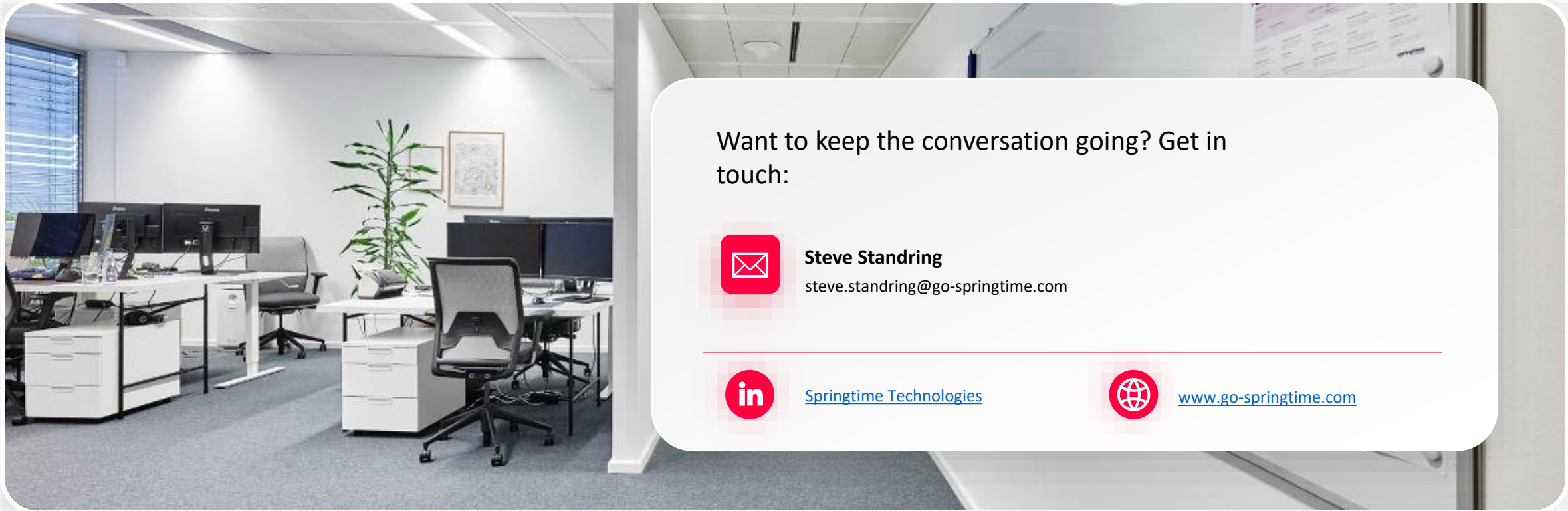
Full data and visibility layers are missing
From organizations of all maturity levels.

AP as infrastructure vs. AP as a performance lever

Most peers haven't moved yet. That's the gap *and the opportunity*.

Thank you

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TECHNOLOGIES



Want to keep the conversation going? Get in touch:



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