



Lighting the Way to Efficiency: Lutron's SAP and AP Automation Success Story



Company Overview

Lutron Electronics Co., Inc., headquartered in Coopersburg, Pennsylvania, is a design- and technology-driven leader in lighting control systems. The company's innovative solutions empower people to manage natural and electric light—creating better spaces to work, live, and play with simplicity and energy efficiency. Founded in 1961 by Ruth and Joel Spira, Lutron continues to set the standard for “lighting to live by.”

Customer	Lutron Electronics Co., Inc.
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Industry	Industrial Design / Manufacturing
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Website	lutron.com
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Solutions	• xSuite Invoice Accounts Payable (AP) Invoice Automation for SAP • xSuite Archive SAP-compliant Document Archiving
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Business Challenges

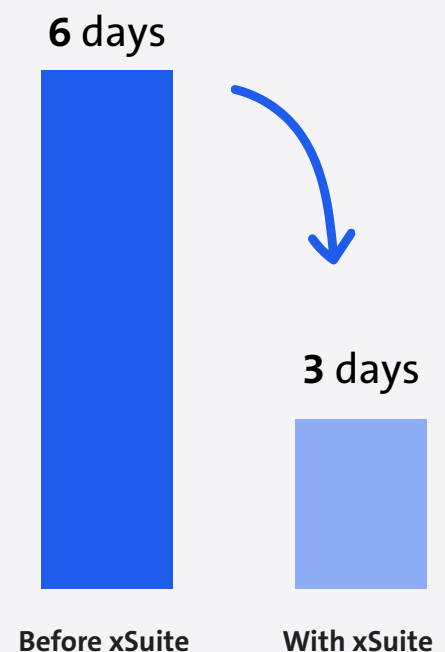
As part of a company-wide initiative to increase efficiency and scalability globally, Lutron decided to move away from its legacy ERP system and embark on a migration to SAP S/4HANA.

In parallel, the team selected an SAP-embedded invoice automation solution to standardize and streamline AP processes. The company's primary goals were to enable touchless processing, boost efficiency, and build a future-ready foundation for continued growth.

Business Results

By implementing xSuite Invoice and Capture, Lutron achieved a 50% reduction in average invoice processing time—cutting cycle time from nearly six days to three. Seamless integration with SAP eliminated manual data transfers, improved accuracy through advanced OCR, and significantly reduced validation efforts

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Key Outcomes

- ✓ Invoice processing time cut in half
- ✓ Elimination of manual data transfers
- ✓ Increased accuracy and efficiency across AP and Procurement
- ✓ Future-proof scalability for continued growth

Aligning Internal Processes to SAP and xSuite Best Practices

Lutron viewed AP automation not as a separate initiative, but as an essential component of its SAP migration. Early stakeholder involvement across accounting and procurement ensured alignment and buy-in.

A comprehensive on-site blueprinting phase with the xSuite team proved invaluable. It allowed both sides to define process requirements before SAP configuration was finalized, ensuring Lutron's internal workflows aligned with SAP and xSuite best practices.

Accelerating Approval Workflows

Previously, Lutron's AP approval process was plagued by manual steps, long queues, and frequent communication loops between accounting and procurement. Even with an OCR and invoice tool in place, too many interactions slowed things down.

Steven Davidson, Accounting Services Senior Supervisor at Lutron, describes it as “constant stops in queues and a lot of back and forth.” Invoices often required multiple touchpoints before approval, causing missed discounts and unnecessary delays.

With xSuite, those bottlenecks have been eliminated. The automated workflow ensures clear responsibility assignments and a smooth, transparent process. Employees in AP now focus on entering header and financial data, while xSuite and SAP automatically handle quantity checks, routing, and approvals. The OCR engine achieved an 85% field-recognition rate from day one, reducing manual entry and enabling faster invoice turnaround.

” We were able to significantly increase our cash discount income thanks to the new workflow. With xSuite, we're also equipped for upcoming e-invoicing—a strong argument for the scalability and future readiness of the solution.” — Steven Davidson, Accounting Services Senior Supervisor, Lutron Electronics

Superior OCR and Broad Functionality

Lutron values xSuite's robust OCR capabilities, which deliver precise data capture across a wide range of invoice formats. The technology is easy to train and continuously improves over time. The AP team continues to discover new functionalities that enhance efficiency beyond the scope of their previous solution.

Ready for the Future

As Lutron's invoice volume continues to grow, scalability is key. What was once manageable manually is no longer feasible at scale. By automating AP with xSuite, Lutron is now equipped to efficiently manage high invoice volumes and support sustainable growth.

“Automation is essential for scalability. With xSuite and SAP, we've built a system that grows with our business.”

— Steven Davidson, Accounting Services Senior Supervisor,
Lutron Electronics



Certified SAP Competence

Our software solutions are characterized by the highest quality standards, which we have confirmed through regular certifications. These apply to various SAP solutions and deployment environments.