

How Amazon Finance is Using AI

Financial Planning & Analysis

Financial Reporting & Commentary Automation



40 hours spent monthly on financial reviews with 10-20 day turnaround times, manually pulling and reconciling data across 300+ tables. With the Financial Reporting & Commentary tool, automated workflows compile data from various systems while AI generates commentary using service-specific prompts. Teams can edit AI insights and build custom tables, consolidating data sources and standardizing commentary. Resulted in 60-70% time reduction (3 hrs to 1 hr per deliverable) and decision cycles reduced from 1 week to minutes

Advanced Analytics & Research Automation



2 days spent monthly on manual Excel financial analyses for leadership review. Market research is time-consuming and often skipped, while subjective documentation lacks consistency. Advanced Analytics & Research tool leverages AI assistance to use scenarios to model sensitivities and leverage statistical capabilities for correlation studies. Analysis time drops from 2 days to 1 hour monthly per team with enhanced forecasting accuracy and multiple scenario exploration capabilities. Research throughput increases 5x

Process Learning and Unification System



3-6 month onboarding periods for new employees with 10% of their time searching for definitions. The Process Learning and Unification System provides an AI conversational interface with multi-channel input, expert routing, role-based personalization, contradiction detection, and automated ticket creation. 15,000+ annual hours (5% of working time) reallocated to higher-value activities. Onboarding time cut to 1-3 months with 80% accuracy

AI-Powered Financial Planning & Target Setting



1,800+ monthly hours spent on manual forecasting with inaccurate customer-level models, resulting in billions in unidentified revenue impact. The AI Powered Financial Planning & Target Setting tool allows integration of historical data, earnings, pipeline, sales hierarchy, customer profiles, and public sentiment to deliver granular customer-level forecasting with proactive recommendations. 1800+ hours of manual work reduced, addressing revenue impact, improving customer and detailed-level forecast accuracy

Internal Cost Optimization Workflow



Mid-layer services managing hundreds of millions in CapEx, with 5-6 hours monthly per service extracting capacity data and analyzing overages. With the Internal Cost Optimization Workflow provides automated extracts and analyzes capacity data, identifies overages, automatically notifies violators, tracks responses, and escalates when needed. Saves 5.5-6 hours monthly per service, enabling faster capacity investment decisions and is scalable to weekly and monthly leadership reporting

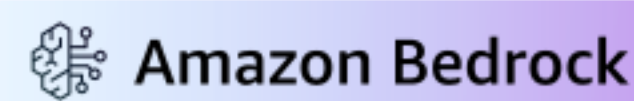
Annual Planning Document Generation



Manual planning document drafting across 5 different teams requires synthesizing data from multiple sources. Amazon Planning Document tool leverages Quick Suite Flows to auto-generate planning document narratives from prior documents, spending files, and program descriptions. Document creation time drops from hours to minutes, ensuring delivery of consistent, accurate narratives with improved standardization across teams

Procure-To-Pay

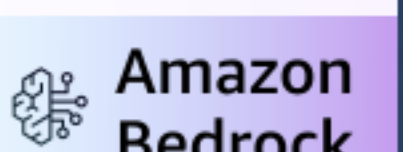
AI-Powered Budget Management and PO Creation



Purchase order (PO) processing takes 10 minutes each (10,000 annually), budget analysis requires days using multiple spreadsheets. AI-Powered Budget Management and PO Creation tool extracts statement of work details to auto-populate POs, enables natural language queries with real-time tracking and built-in compliance controls. PO processing reduced from 10 minutes to seconds, budget analysis cut from days to hours, with enhanced controls and improved compliance

Finance Operations

AI Contract Analysis for Interest Charging



Tedious manual review previously presented challenges with charging interest on past-due accounts. With the Contract Analysis for Interest Charging tool, AI analyzes Enterprise Agreements with 99% accuracy for eligibility and 97% for rates. Resulted in collection of millions in previously uncollected payments, clearance of a 37,000 account backlog, and 27 hours saved monthly

AWS Payments Lens



60-min average turnaround on 96,000 annual payment investigations requiring multiple disparate tools. The AWS Payments Lens AI assistant provides instant access to payment status, balances, restrictions, risk scores, and collection recommendations in one place. Saved millions annually and reduces investigation time from 45 minutes to under 5 minutes

Agentic Billing Teammate



Finance teams spend 60-70% of billing cycle on manual contract interpretation, pricing rule configuration, and bill generation. With the AI-powered Billing solution, integrated AI agents orchestrate the billing workflow, extracting and converting contract terms and into structured data sets to generate accurate bills. Resulted in >90% completeness in agent extraction of pricing dimensions with >95% accuracy, and time spent on pricing validation reduced from hours to minutes

FinOps Workcenter



FinOps team executes over 10 million manual work requests annually across A/P and A/R, navigating 10+ systems and using 600+ processes. With FinOps Workcenter, AI workflow automation creates structured, auditable processes with step-by-step workflows ensuring consistency, documentation, and compliance. Resulted in 35% improvement in first-time resolution and 38% fewer case reopens, and increase in productivity with 34% higher team throughput

AR/AP Invoice Automation



Manual processing of thousands of invoices across multiple systems with manual entry and reconciliation. AR/AP Invoice Automation gathers invoices from aging data and portals with secure storage, identifies/flags disputes and discrepancies 6,516 hours saved annually through automated dispute identification and elimination of manual entry

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Finance Business Partnership

Customer Deal Portfolio Management



The Finance Deals Desk could only monitor a small fraction of their 500+ customer portfolio, as traditional analysis required 3-4 hours per customer. Customer Deal Portfolio Management tool generates automated portfolio analysis and deal monitoring insights in minutes, identifying underutilized credits and migration incentives. Analysis time is reduced from 4 hours to minutes per customer. With this time savings the team has been able to expand to complete portfolio coverage across all 500+ customers

Goal Tracking and Follow-Up



Across Amazon, Finance is responsible for overseeing the quarterly and weekly goal reviews. This previously consumed up to 10 hours every quarter requiring Finance to manually pull information on goals, review each goal for updates, identify any input errors in formatting or content, then reach out to goal owners one by one for changes. With Quick Suite, the agent automatically reviews each goal for updates or improvements, then reaches out to goal owners through email or Slack to put in the recommended edits, all within less than 10 minutes

Approvals Management Agent



Finance users had to manage multiple approval requests from customer across disparate approval requests. Managing and researching approvals previously took the average Finance Manager 1.5+ hours everyday and caused delays for their business partners. With Quick Suite Finance Managers are able to get a full summary of approvals in their queue, see key details, and directly approve requests with minutes

Revenue Insights Chat Agents



Finance teams often require days to respond to revenue questions and data access bottlenecks delay critical decision. Revenue Insights Chat Agents allow teams to directly ask revenue questions using AI. The solution provides instant answers to questions on revenue, eliminating multi-day response times, and assisting with preparation of reporting for leadership reviews

Accounting

Month End Close Assistant



35,000 annual hours spent on manual month-end close tasks, requiring 15 minutes per variance analysis and high-risk manual reconciliations. With Month End Close Assistant, natural language queries with instant answers and real-time anomaly detection. Automated sub-ledger to GL reconciliation with one-click drill-down. Saved 14,000 hours (40% reduction), 93% time savings by reducing analysis time to 1 minute, and front-loaded 95% of tasks to the pre-close period

Smart Payment Processing Support



Each payment decision requires time spent on manual review and approval that is prone to error. Smart Payment Processing, using a Quick Suite Flow-built assistant, streamlines payment processing for hundreds of approvals using rules-based conditions. Resulted in reduction of time spent from half an hour to minutes per approval

AI-Powered Regulatory Compliance Processing



Over 200 annual regulatory documents requiring 160 hours each for manual extraction and categorization. With Intelligent Regulatory Compliance Processing, a 7-step AI workflow enables drag-and-drop document upload up to 200 pages, analyzes structure, extracts compliance statements, categorizes content with 90% accuracy, and validates results. Processing time reduced by 80% (160 to 32 hours per document), with capacity gains across 200+ documents and 24-hour turnaround with 90% accuracy

Tax

B2B Feasibility Agent



Business Development partners lack transparency about past B2B implementations scattered across various sources. Transfer Pricing Benchmarking Automation leverages chat agents to analyze past B2B tax implementations, providing technical solutions, requirements, guardrails, and best practices. Enables faster deal evaluation, reduces duplication, improves transparency, supports potential external scaling, and fosters collaborative partnerships

Transfer Pricing Benchmarking Automation



Over 100 biennial benchmark studies support multi-billion dollar transactions across hundreds of entities, requiring 10,000+ hours with 90% spent on qualitative screening. Transfer Pricing Benchmarking tool uses AI to automate qualitative screening by understanding company activities and matching to search criteria. Resulted in 90% reduction in time spent on qualitative screening

Digital Services Tax (DST) Knowledge Space



DST legislation across countries is scattered across tax authority web pages in different languages, making manual searching time-consuming. The DST Knowledge Space leverages a web crawler to auto-index DST guidance from UK, France, and Italy tax sites into separate knowledge bases per country with daily refresh. Country-specific chat agents answer questions in English with source citations. Resulted in faster access to DST legislation, easy translation of legislation into English, reducing manual search time and enabling quick fact-checking



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