

Optimized cost and improved visibility with integration and implementation of 'SAP by Design', for a leading food products company

SAP Business Integration



Challenge

- Lack of a common ERP across all business entities
- Manual processing of costing and master data
- Lack of controllership and enterprise SODs (segregation of duties)



Solution

- Proposed 'SAP By Design' after a careful and elaborate evaluation of 18 ERPs
- 'SAP by Design' allows product costing by plant and category, helping reduce manual effort
- Harmonized master data across all products and entities
- Deployed a KPI driven implementation resulting in an on-time and on-budget delivery



Impact

- 35% cost savings as a result of the KPI driven accelerated implementation
- Improved visibility and reporting across all plant and legal entities
- A common template for all future M&As, and unified governance policies across all legal entities

Reduced data migration costs and testing efforts with S4Hana Finance business integration, for a global beverage manufacturer

SAP Business Integration



Challenge

- Incomplete data migration and process mapping of financial data by the system integrator, leading to business process failure during testing
- Limited bandwidth among the business teams to perform user acceptance testing (UAT) and update standard operating procedures



Solution

- Cleaned up the entire SAP ERP Central Component finance data set with appropriate tools and process variations and migrated the data to SAP S4 Finance
- Mapped all business processes to operations
- Trained business users on S4Finance and participated in UAT along with users



Impact

- 10% reduction in data cleansing and migration spend, with a 15% faster turn around time
- 20-30% reduction in testing effort
- Unlocked new functionality of S4 Finance and 1000+ test scripts as a result of refreshing the entire test library

Improved mean time to repair (MTTR) and optimized incidents' with SAP AMS business integration, for a leading automotive parts manufacturer

SAP Business Integration



Challenge

- 30+ high severity incidents raised in the production system due to unplanned system downtime
- Huge inventory carrying costs impacting financials
- Incomplete data feeds resulting in inconsistent reporting



Solution

- Developed an in-house machine learning-based ticket-RCA (root cause analysis) tool, which analyzes incident dumps and bifurcates them by business, region, users, functional area, and more
- Setup a process optimization and operational cost reduction framework called Native, which helps prioritize optimization opportunities and provides a cost benefit analysis



Impact

- 35% improvement in MTTR
- 35% better FTE productivity, over a period of 4 years
- Eliminated 10% of incidents, automated 15% of incidents, and industrialized 15% of incidents
- Generated a \$30 million business impact

Standardized operations and improved efficiency using ServiceNow, for one of the largest brewing company, globally

ServiceNow



Challenge

- Fragmented and disparate support operations across 70+ operating companies, spanning a 100k + user base
- Non-standardized and local infrastructure support, lacking a centralized view, resulting in high cost of operations
- Varying resource utilization, and end-user experience



Solution

- Automated data and workflow, catalogued ~10k items and created support articles and videos to help reduce workload on Service Desk
- Integrated **ServiceNow case management** with multiple vendors, using middleware and reusable integration framework
- Implemented **ServiceNow CMDB and asset management**, integrated with MobileIron for enterprise mobility management of mobile devices
- Created a **ServiceNow self service portal** for 100K+ users with support in 28 languages
- Enabled dataset based complex dashboards using **ServiceNow performance analytics reporting**



Impact

- Over 30% improvement in consistent end-user experience, and increased employee productivity by up to 50%
- End-to-end performance management of multiple suppliers with service integration

Financial Services ▶ Integration Services

Transformed business process operations with ServiceNow, for one of the largest investment management firms in America

ServiceNow



Challenge

- Multiple, disparate systems for business processes in human resources (HR), finance, and legal services, including legacy tools like Appian and ONtime
- Too many manual approvals
- Inconsistent end user experience



Solution

- Transitioned business processes into ServiceNow with comprehensive catalogs for finance, employee services, HR, real estate facilities, and legal services
- Digitized the request creation process
- Modernized ServiceNow ITSM operations
- Migrated all legacy workflows into ServiceNow, resulting in the phasing out of multiple tools like Ontime, Appian, JIRA, Mailbox
- Enabled a single system of record for the customer



Impact

- Automated fulfillment of service requests using a powerful graphical NOW platform workflow engine in ServiceNow
- Approval time reduced from weeks to days
- Over \$ 1.5M in cost savings, as a result of phasing out legacy tools - 100+ catalogs implemented in a short time-frame (6-months)
- Enhanced end user experience

Managing the world's largest source-to-pay (S2P) platform with over 3 million invoices, for a fortune 100 global conglomerate

Oracle Business Integration



Challenge

- Manage S2P platform specifically sourcing shared services for In-Direct procurement:
 - 350K suppliers, 300K users
 - 1.2 million POs worth \$16 billion, 3 million invoices worth \$40 billion
 - Operated from 160 countries, supports 171 currencies and is available in 20 languages



Solution

- Processes covered include:
 - RFx Process with online bidding via e-Auction
 - Managing and maintaining sourcing contracts
 - Self-service procurement
 - Global mailroom solutions for invoice scanning using optical character recognition (OCR)
 - Invoice discounting and automated payment processing



Impact

- Captures more than 85% of global In-Direct spend
- 250+ punchout integrations and catalog managements
- 92% paid-on-time (POT) rate, best-in-class invoice hold metric (<5%), best first pass yield (97%)
- Lowest cost of transactions (requisition to ledger, less than \$50 per transaction)
- Lowest cost per invoice processing (~\$3 per invoice) compared to industry peers

Manufacturing ▶ Integration Services

Business transformation with Oracle Cloud ERP, for a fortune 100 global aviation leader

Oracle Business Integration, Managed Services



Challenge

- Blueprint for deploying the newly acquired global supply chain businesses into a single, strategic ERP platform, in line with the Digital growth vision
- Fragmented processes and disconnected legacy systems
- Need for 24x7 application managed services to support multiple businesses operating across North America, Europe and Japan



Solution

- Developed a repeatable and scalable “global blueprint” for implementing Oracle Cloud ERP Financials, Supply Chain, Manufacturing and Planning
- Technology enabled business process transformation
- Agile methodology for accelerated deployments
- Multi-year managed services for application support



Impact

- A pioneer in Oracle ERP cloud deployment for manufacturing, and among the first 5 across the globe
- 50% reduction in ERP deployment cost, using blueprinting
- 60% reduction in ‘period close’ time
- Reduced subledger to General Ledger (GL) period end reconciliation time from 2 days to 4 hours
- 30% improvement in order on-time delivery
- 20% improvement in inventory turnover

Transformed the F&A process and optimized Oracle Cloud ERP, for a financial services company

Oracle Business Integration, Oracle Cloud ERP, Managed Services



Challenge

- Long 'period close' (20-25 days), hampering stat reporting
- Major reconciliation issues with sub-ledgers
- Sub-optimal ERP processes on Oracle Cloud ERP
- Lack of standardization and controllership issues



Solution

- Transformed F&A – general accounting, FP&A, P2P, treasury and project accounting
- Performed Oracle Cloud ERP assessment and tactical optimization including ERP enterprise health assessment (EHA)
- Rolled-out new modules to improve user adoption
- Delivered managed services for Oracle Cloud ERP in a multi-year, SLA based DevOps model including Hypercare



Impact

- Minimized 'period close' time from 20+ days to 3 days
- Reduced unreconciled accounts by up to 80%
- Eliminated 100% of aged balances in suspense account
- Reduced 'top side' adjustments by up to 90%

Global finance transformation for a retail giant with Oracle Cloud ERP

Oracle Business Integration, Oracle ERP Surround Services



Challenge

- Multiple entities for consulting and system integrations, within GBS operations
- Lack of operational readiness
- Need for retaining knowledge and transferring to in-house teams, for continuous support



Solution

- Day1 readiness for F&A Shared Services and Testing Partner
- Established 'enduring model', a 3-tier support model
- Created an impact across operational processes, including general ledger, receivables, payables, fixed assets, tax, expenses, purchasing, procurement contracts, project portfolio management, and enterprise performance management (EPM)



Impact

- Successfully led Hypercare support post go-live
 - Average ageing < 3 days
 - Average resolution time < 16 hours
 - Satisfaction ratio > 97%
 - Reopen ratio <3%
- Knowledge library of 2200+ documents created
- Successful year-end close (YEC) - regarded as one of the best YECs performed