

Case Study

A leading Aviation company

Service(s) offered: **Finance and Accounting**

Sector/Industry: **Aviation**

Everest Group
PEAK
MATRIX[®] **ASPIRANT** 2022
 FINANCE & ACCOUNTING OUTSOURCING



Optimization and digitization of the Accounts Payables and Cost Recharges functions

Digitization and optimization for the Accounts Payable and Cost Recharges function, across **2500+ suppliers**, for a leading aviation services provider. The project scope included:

- Cycle time optimization
- Reduction of manual data processing
- Processing customized client requests (or 'exceptions')
- Multi-country and multi-currency invoices

Challenge

- **Bespoke contracts** with each client, catering to a variety of requirements including fleet management
- Managing exceptions for a fleet of **300+ aircrafts**
- **Non-standardized processes** due to rapid organic and inorganic growth over 10 years
- High monthly volumes:

10,000+
Documents

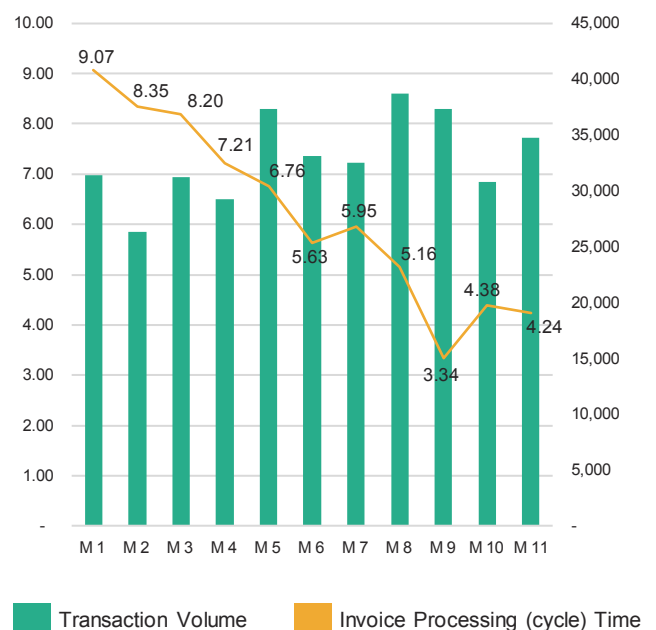
2,00,000+
fields/keystrokes

40,000+
Transactions

1,300+
Exceptions

Case Highlights

- 30% improvement in cycle time
- 22% cost reduction in payables management
- 100% invoice accuracy



Solution

The Nexdigm team defined an end-to-end, comprehensive solution, which included:

1. Process Design and Optimization

- Evaluation of the existing process, which varied across **entities and geographies**
- **Process design improvement**, to enable standardization and optimization
- Design of the complex, **five-dimensional coding** structure for transaction processing, accounting for billing customization required by aircraft owners, across aircrafts, crew, movement, cost type, and exceptions
- Designed a **Document Management system** on Microsoft SharePoint, enabling a standardized structure for:
 - Data retrieval
 - Approval and query management workflow

2. Technology Implementation and Change Management

- End-to-end **project management** of the design and deployment of the solution, coordinating with internal and external stakeholders/vendors
- **User Acceptance Testing (UAT)** of the new software solution, to ensure seamless implementation for operational teams

Impact

- Eliminated the need for **manual data entry** in the client's Accounts Payable function
- **Standardized** the processes employed across **five geographies** of operation
- Connected the transaction processing software directly to the Client's Enterprise application
- Enabled 100% invoice accuracy for downstream processes, which was critical to the customer experience of client's the niche and high-profile customers



In the last year, the Nexdigm team has performed beyond our expectations and the expected efficiencies have now been realized and more. The implementation would not have been successful if it were not for the team's design documentation and detailed testing. The design was thoughtful, well-documented, and thoroughly communicated to the developers. The testing feedback was critical and eliminating bugs and providing financial controls comfort to the new software.

I look back at last year and I am amazed at how far we have come. Our partnership has improved cycle processing times reduced costs and enhanced financial controls.



Client's Financial Controller

For more information on this case study, please write to us at:

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You can also visit our website to know how our services resulted in tangible business benefits:

www.nexdigm.com