

## Case Study

# A US-based home-exterior manufacturer

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

Sector/Industry: **Consumer Durables**

Everest Group  
**PEAK**  
 MATRIX®  
 FINANCE & ACCOUNTING OUTSOURCING

ASPIRANT 2022



## Technology-based Solution to Centralize the Accounts Payable function

Centralization and Optimization of the Accounts Payable function of a consumer durables provider, across 50 retail outlets in the USA. To address a decline in the bottom-line, the client undertook strategic restructuring of key processes, to reduce costs. The project scope included:

- Centralization of the processes used in the Accounts Payable function
- Development and deployment of a Document Management Solution (DMS)
- Phased and remote solution implementation

### Challenges

- **Decentralized structure**, with 50 retail outlets following distinct, independently developed accounting processes
- **Manually intensive process**, without a central data repository, creating challenges to **data control, security, and reporting**
- Duplication of human resource **costs** and efforts across outlets
- **Budget constraints** on the transformation project, necessitating remote assessment and solution deployment

### Case Highlights

- **80% cost reduction** in the Payables management process
- Minimized disruption with multi-phased approach
- **35% reduction** in transition timeline, using remote implementation

## The Solution

Our solution design team, comprising of technology architects and accounting professionals (including CPAs) developed a comprehensive solution, spanning:

### Process Design

- Used **remote knowledge-sharing** sessions, to understand the client's customized ERP
- Identified accounting sub-processes that could be automated to build a **transition plan**
- Drafted a comprehensive **process manual** that minutely defined the process, to ease implementation and training

### Technology Deployment

- Worked with the finance and IT teams in the US to develop a **document management system (DMS)** on the client's existing license on MS SharePoint
- **Linked the DMS with the ERP** and implemented strict data security provisions
- Conducted **User Acceptance Testing** to eliminate process errors before the go-live

### Change Management

- Conducted **training** across the 50 retail outlets
- Provided support for complete deployment of the solution

## Impact

- **80% cost reduction** in the Payables management process
- **Remote implementation**, which helped carry out a speedy transition, reducing the timeline by over **35%**.
- Managed and minimized operational disruption, by using a **multi-phased approach**
- The Document Management Solution allowed:
  - Invoice storage and monitoring
  - Real-time status on pending invoices
  - Query management between the client and Nexdigm
  - Implementation of process controls

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

[ThinkNext@nexdigm.com](mailto:ThinkNext@nexdigm.com)

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

[www.nexdigm.com](http://www.nexdigm.com)