



Digital Finance to Support the Aggressive Growth Plans of a Leading Broadband Service Provider

Client Overview

Our client is a leading multi-national broadband service provider with its headquarters in Singapore. It provides ultra-fast broadband internet service in Singapore and New Zealand and is rearing towards expanding to Australia and other NBN-ready nations. As part of the strategic plan for aggressive growth, one of the prime areas of focus for the client was to leverage digital technologies to overcome current business challenges and transform their global finance operations.

Challenges at Hand

While the client's existing systems and processes had served it well in the past, they were incapable of meeting the challenges on the road ahead.

Technology Challenges

- Scalability & Poor Performance - The existing system was slow and not scalable enough for the growing business needs
- Legacy Retirement & Modernization - The PSoft system used for accounting was outdated and had limited functionality
- Lack of Real-time intelligence - The existing reporting solutions were not user friendly. It had no flexibility for complex hierarchical reporting structure. Information was not promptly available for decision making leading to delays and poor decisions.

Process Challenges

- Complex business environment - The client's finance operations were complex and fragmented
- Manual Processes rife with inefficiencies - The Procure-to-Pay (P2P) processes and operations were handled manually; as a result, the annual reporting was not up-to-date
- Audit Inefficiencies - Global financial reporting lacked transparency. The result was that financial reports were inaccurate with audit inefficiencies.

Benefits

- 30% reduction in finance and procurement system costs - per employee as compared to a traditional on-premise product
- Improved Performance and User Adoption
 - High performance and expected increase in user-productivity by up to 25%
- Scalable Solution for Future Needs - Extensible Solution which can be scaled to meet the growing business needs
- Digital Eco-system - With user friendly reporting tools and fusion financial analytics, management decision making drastically improved with better transparency.
- Flexibility in Financial Reporting - Customisable, comprehensive financial reports are now easily available.
- Automation @its best - Elimination of paper work and complete visibility of approval hierarchy for the procurement process.



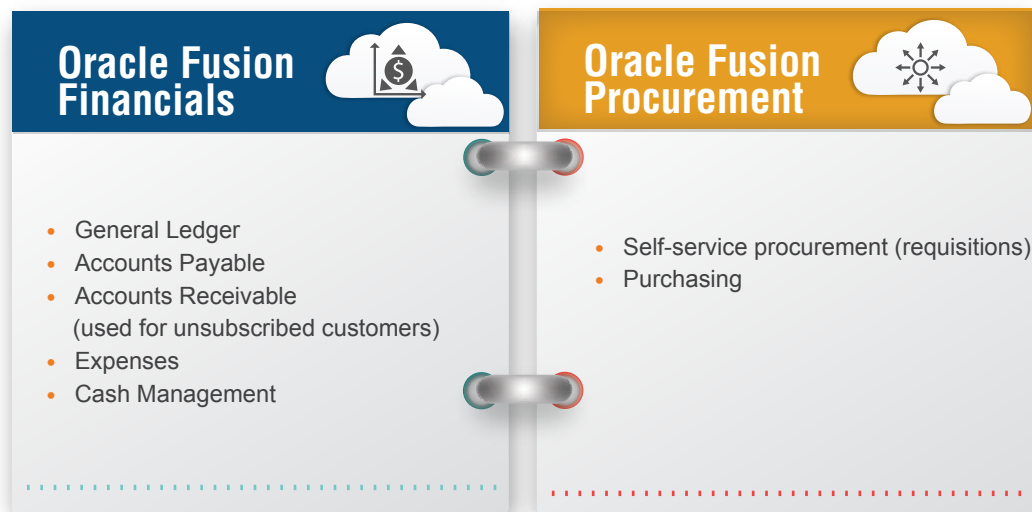
The Scope of the Project

The scope was to implement an industry-standard solution for finance, accounting and procurement business processes (Account to Report, P2P) that would help increase the client's operational efficiency and responsiveness in its target markets of Singapore, Australia and New Zealand. As one of the award winners and experienced vendor for deploying Oracle Fusion Applications, Hexaware was chosen to lead this financial transformation agenda.

“ FASTER & EASY DATA MIGRATION - THE CUSTOM TEMPLATES USED BY HEXAWARE HELPED TO EASE THE DATA PREPARATION FOR BUSINESS USERS. DATA COLLECTED BY THESE TEMPLATES WAS EASILY CONVERTIBLE TO ORACLE SUPPORTED FORMATS WHICH REDUCED THE DATA CAPTURING AND LOADING TIME SIGNIFICANTLY. ”

The Hexaware Solution

Keeping in mind the client's business requirements and growth plans, Hexaware deployed Oracle ERP Cloud (Fusion Financial Cloud applications). This choice helped the client leverage the power of cloud to scale up as required while ensuring that Oracle's established track record ensured the client of a long application roadmap and reliability.



Key Highlights

- **Global Delivery Model** – was leveraged to deliver “on time and on budget” experience in just 25 weeks
- **Rapid Implementation Methodology** - Hexaware used Velocity, its tried-and-tested proprietary cloud methodology for Oracle cloud applications. Based on the Oracle Unified Methodology, it helped Hexaware move quickly through the implementation while retaining a laser focus on business.

About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by ‘Powering Man Machine Collaboration.’ We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— ‘Automate Everything, Cloudify Everything, Transform Customer Experiences.’ We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services. Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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