



Hexaware designed future state processes with efficiency improvement for a leading GP provider in UK



About the client



Our client is a large provider of General Practitioner (GP) services formed in 2009. Although the organization employs a staff of little over 250, they serve more than 70,000 patients. Dedicated to improve the way healthcare is provided; our client helps address the challenges of the growing healthcare needs and delivering exceptional patient care by operating on a larger scale. It's the first GP super-practice organization that comes with advantages of small practices working closely in local communities with the medical and technological opportunities supporting patients through the entire journey. This way of working - as a GP super-practice - is one of the pioneering models has been recognized and largely appreciated by the health care community in UK. Our client also entered into partnership with a digital healthcare company that revolutionized and improved patient care by using digital technology.

Client Situation



Our client provides GP services to patients through a network of medical centers (outlets) situated across 9 different locations in Sandwell and Birmingham in UK. The manual intervention in the entire Finance/Accounting cycle from PO creation of clinical/non-clinical items to invoice generation and reconciliation was proving time consuming due to its labor intensiveness. The client's core finance team wanted to focus on core analytics and were keen to partner with a third party outsourcing services provider to carry out their administrative functions seamlessly.

Processes in Scope



Account Receivables

Purchase Ordering System

Record to Report

Major Challenges



- Manual operations lead to duplication of effort and non-resolution of open items
- Lack of control in PO and invoicing process.
- Focus on operational and non-core routine tasks due to scarcity of internal resources
- Absence of technology element in enabling the process
- Absence of a workflow mechanism and reporting framework

Main Objectives



- Eliminate erroneous Human Interventions and improve the accuracy P2P activities
- Improve quality and better address compliance requirements
- Support the highly complex process and perform high-end productive core activities
- Process transformation through using automation
- Implementation of workflow tools to enable better tracking and visibility into the process and its outcomes

Hexaware's Solution



Hexaware worked with the client stakeholders to identify the gaps to delineate and benchmark future steady-state of operations which also included the objectives for achieving efficiency improvement and key process outcomes. The redesigned process for back office activities was proposed to drive agility, flexibility and accuracy while delivering significant productivity improvements. As an extended enterprise to the clients Finance Accounting team, we deployed our in house experts and technology to handle non-core functions with tight integration points. The tasks includes raising purchase orders (PO) requests from each outlet to buy clinical and non-clinical items. The approved POs are submitted to the vendor for scheduling the shipments to the respective outlets in stipulated time. Once the order is received by the outlets the vendor raises an invoice which is processed by the Hexaware back office experts for payment.

We use the client accounting system SAGE Line 50, using secure connectivity to do the system entry after a 2-way match of the order. Approved invoices are scheduled for bank payments and tracked for monthly reconciliation. Real time frequent reporting framework allows the client to keep a status check on the POs, Invoices, payments and pending reconciliations. As a part of the engagement Hexaware back office team also processes the sales invoices generated by the doctors for services rendered to the patients as well as reconcile the payment towards employee credit card expenses.

Facts



Locations supported
across UK - 9



Number of invoices
processed - 1200



Number of vendors
supported- 78



Number of
reconciliations - 12

Results and benefits delivered



Reduced the
Total Cost of
Operations by
20%



50% improvement
in productivity
through tighter
control over
processes



100% PO
processing
accuracy



Streamlined their
decentralized F&A
functions



Enabled faster
decision making
and reconciliations
using real-time
updates on invoices



Established strong
reporting framework
for tracking and
monitoring process
efficiency & progress



About Hexaware



Hexaware is a leading global provider of IT, BPS and consulting services. The Company focuses on key domains such as Banking, Financial Services, Capital Markets, Healthcare, Insurance, Travel, Transportation, Logistics, Hospitality, Manufacturing and Consumer. Our business philosophy, “Your Success is Our Focus”, is demonstrated through the success we ensure for our clients. Hexaware focuses on delivering business results and leveraging technology solutions by specializing in Application Transformation & Maintenance, Enterprise Solutions, Human Capital Management, Business Intelligence & Analytics, Digital Assurance, Infrastructure Management Services, Digital and Business Process Services. Founded in 1990, Hexaware has a well-established global delivery model armed with proven proprietary tools and methodologies, skilled human capital and SEI CMMI-Level 5 certification.

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