



Case Study

BPS

Cloud-based and Intelligent Automation-led Finance Transformation for a leading US food distributor & grocery store retailer

The Client

The client is a leading food distributor and grocery retailer headquartered in the US catering to customers across 44 states with footprints across Europe, Latin America and the Middle East with revenues over \$8 billion and 12,000+ employees. The client operates across four major business divisions and is a leading distributor of grocery products to U.S. military commissaries.

The Challenges

The client wanted to identify a partner who had the domain and intelligent automation expertise to assess its existing Finance landscape; address existing challenges; suggest automation, best practices and enable deployment of the suggested transformation onsite at their own shared services.

The typical challenges entailed:

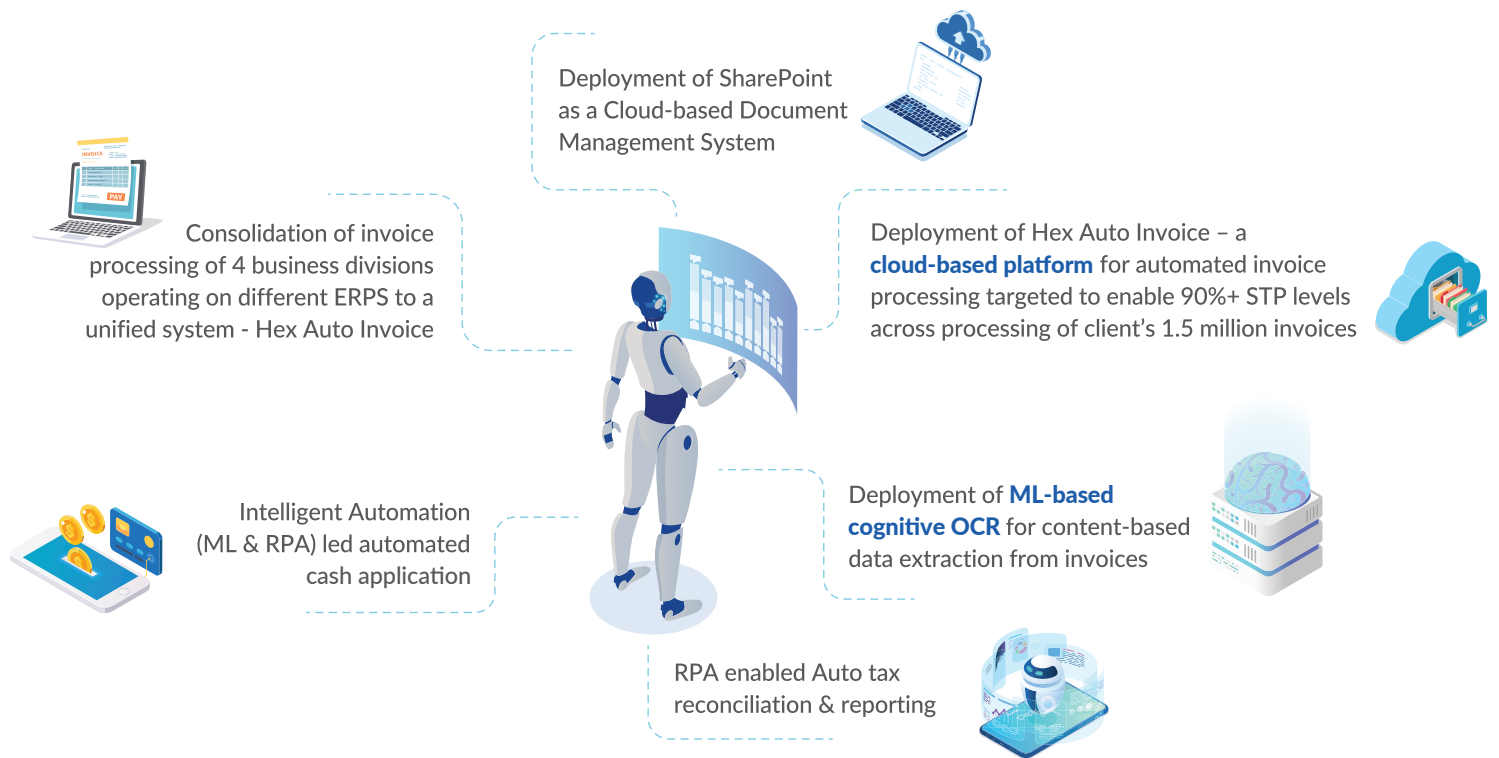
1. Process inconsistency and lack of automation culture across client's four distinguished divisions.
2. Low Straight-Through Processing (STP) levels owing to lack of integration between different ERPs among business divisions.
3. Manual intensive processes due to different channels of receiving invoices (email, pdf, EDI).
4. High volumes viz. 1.5 million invoices were processed manually across different divisions.
5. Unstructured input templates across Accounts Payable & Accounts Receivable processes leading to lot of manual interventions.

The Solution

Hexaware was selected to drive automation as a strategic priority to increase efficiency and cost savings. Based on its discovery exercise, Hexaware planned a transformation roadmap leveraging Intelligent Automation (ML, RPA and Digitization). Hexaware identified accounts payables, accounts receivables and tax compliance as candidates for first phase automation and also enabled a document management system to address client's larger document management needs.



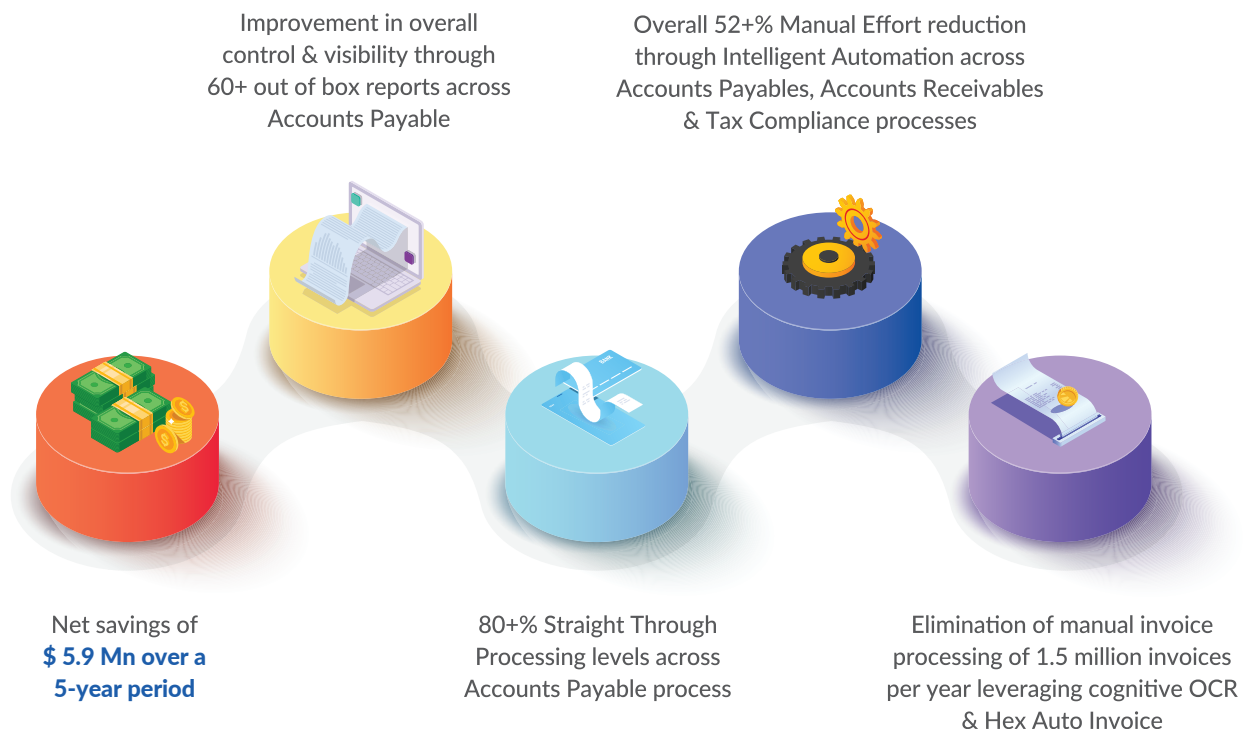
Key highlights are below:



The phase 2 of automation involves automation across period end close and reporting processes.

Benefits Delivered

The strategic partnership between the client and Hexaware infused a culture of automation adoption across the four distinct divisions. Key benefits from the engagement were:



About Hexaware

We are a global technology and business process services company empowering enterprises worldwide to realize digital transformation at scale and speed. Our platform-enabled strategy – featuring Amaze® for full cloud enablement, Mobiquity™ for digital product engineering, and Tensai® for extreme automation – drives human-machine collaboration to create immersive customer experiences and solve complex business problems. We believe technology is a magical thing, and our purpose is to create smiles through great people and technology.

With corporate headquarters in Mumbai and regional headquarters in New Jersey for North America, London for Europe, and Sydney for APAC, we service customers in over one hundred languages from every major time and regulatory zone. We serve customers in banking, financial services, capital markets, healthcare, insurance, manufacturing, retail, education, telecom, hi-tech & professional services, 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; digital product engineering; business intelligence & analytics; digital assurance; infrastructure management services; and business process services.

Learn more about Hexaware at <https://www.hexaware.com>

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