

A cloud-based automation solution streamlined an accounts payable workflow

HIKOKI



Digital Case Study Awards 2022

Manufacturing

Global



Opportunity

Koki Holdings is a power tool manufacturer with multiple brands. They were interested in improving the speed and accuracy of their accounts payable business processes.

Their process relied on a paper system. Following mergers, it was running technology silos and duplicated operations teams.

Hexaware, an incumbent provider, proactively approached Koki Holdings with a solution designed to improve the controls and visibility of their systems.

Imagining IT Differently

Hexaware's solution simplified the company's processes without disrupting their day-to-day operations. It centered around a new, cloud-based platform, which added:

- Improved controls, compliance, and audit trails.
- Greater transparency, allowing for budget tracking and improved workflows.
- Integration with multiple ERPs.

Hexaware also established a center of excellence that would train staff on the platform and help them expand its use in the future.

Future Made Possible

Koki Holdings reported that Hexaware's solution successfully eliminated the redundancies and manual work that had slowed down their process. The streamlined system had better end-user acceptance and reduced costs.

According to ISG, this case study is an example of a provider leveraging their understanding of a client's business operations to proactively bring a solution.

