



Helping a conglomerate transform its end-to-end finance processes and operations

Operate | Business Process as a Service (BPaaS)

The challenge

The client is a Chinese conglomerate with businesses across multiple industries.

They wanted to standardize their finance operations to drive greater operational efficiency, improve compliance, and reduce costs. The client was already developing talent and improving financial processes internally, but this became challenging to manage on an ongoing basis due to significant time and budget constraints, as well as lack of know-how.

Our solution

Deloitte first helped the client build and implement a next-generation Finance Shared Service Center (FSSC), including a new organizational structure, location strategy, people, processes, service management model, and strategic roadmap.

The client now also relies on Deloitte [Operate services](#) for ongoing management and innovation of their finance operations. Services are supported by the Deloitte China global delivery center in Chongqing. The support is powered by innovative tools like an integrated operations platform, intelligent dashboards, robotic process automation, and AI to help achieve efficient and economical operations.

The outcomes

End-to-end finance transformation

- ✔ Turned transformation ambitions into reality by leveraging ongoing Operate services.

Improved operational efficiency

- ✔ Improved end-to-end finance processes, supply chain management, data accuracy, and decision-making across the client's multiple subsidiaries.
- ✔ Lowered the client's average employment and service management costs using the Deloitte China GDC in Chongqing.

Supporting global operations expansions

- ✔ Coordinate global finance operations processes, including accounting, reporting, audit support, and more.
- ✔ Deloitte acts as the project management team to coordinate global business services, which is crucial for supporting the client's international expansion plans.



Organization lowered operating costs by circa 50%.