



Helping an Indian subsidiary of a diversified healthcare Fortune 100 company optimise their finance and commercial function

Operate | Finance, accounting and commercial services

Our client is an Indian subsidiary of one of the world's leading manufacturers of medical equipment, pharmaceuticals, consumer, and optical products, with a presence in over 60 countries across the globe.

The challenge

The client has been outsourcing certain India-centric processes in finance, commercial operations and supply-chain functions to multiple vendors, based on their areas of expertise.

The processes across functions are interlinked and complex due to scale, diversity, and nature of transaction. Each function is required to deal with the outsourced partners, leading to not just a huge confusion, but also delays and an increase in the client's cost of managing the overall process involving multiple vendors.

Our proposed solution

Based on our multi-disciplinary approach, we brought in tech, finance, commercial and supply chain capabilities to create a one-stop solution, thereby catering to the client's various needs using a single source. Below are the key highlights:

- We set up the Capability Enhancement Center (CEC) delivery model to seamlessly manage the processes across various domains.
- Backed by our extensive experience in managing such

complex processes for a similar set of clients, we mobilised a unique skillset in operational and project leadership.

- To effectively automate manual and complex processes, we customised tech solutions with the in-house deployment of multiple technologies.

The outcomes

Increased operational efficiency

15-20 percent reduction in management capacity, thus enabling the client to manage the entire operations by consolidating all functions and operations and mapping them to a single delivery partner.

Improved cost savings

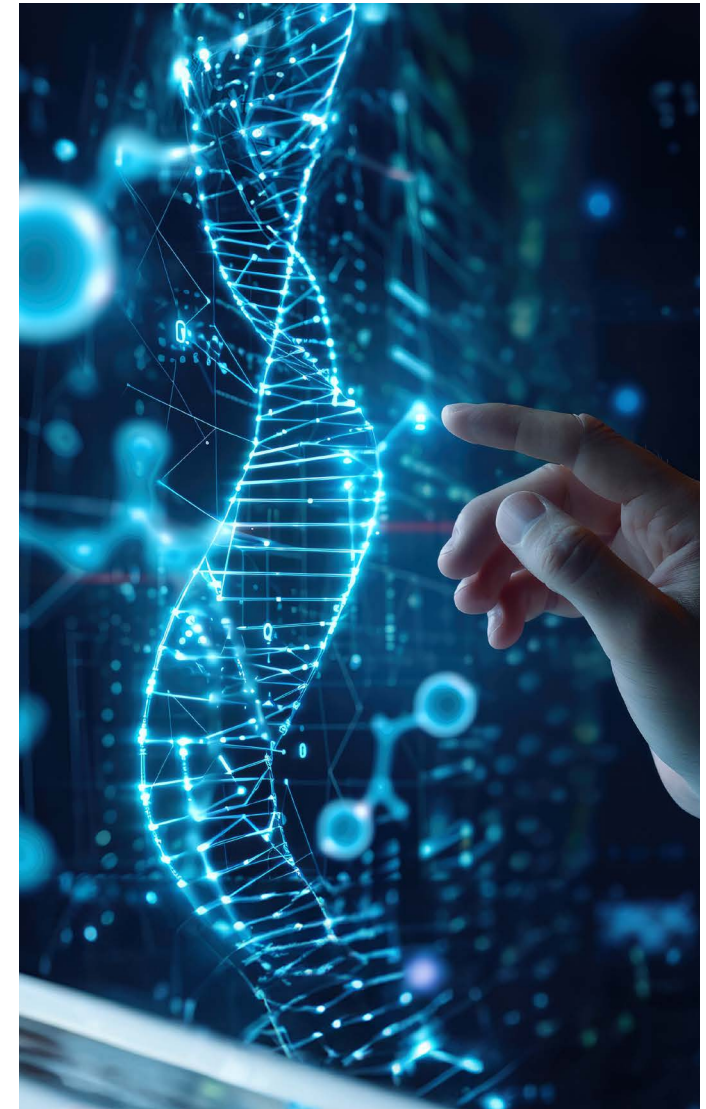
- Four-head count reduction (~10 percent in operational capacity), primarily by consolidating all processes in one delivery model
- The CEC model with an effective cost of full-time equivalent (FTE) led to a pass on marginal saving to customer in pricing (10-15 percent saving).

Enhanced customer experience

Single point of contact for various processes creating a one-stop solution for clients - for all their current and future needs.

Resolving complexities through automation

Customised automations aimed at streamlining complexities in their manual processes



Centralised delivery for
10+ processes across
finance, commercial and
supply-chain functions