



Improving nearshore finance operations for a leading energy operator.

Operate | Finance Operate

The challenge

- The client is an energy company and operates in more than 30 countries. Their previous Finance Business Process Outsourcing contract was coming to an end where 100% of back-office operations were delivered from an offshore location. This legacy approach comprised a large offshore team that created various quality and efficiency challenges and narrow and static processes. The client sought a new service provider that could stand up and manage a 100% nearshore operation. The aim was to drive greater finance functional transformation, process efficiencies, service quality, and resourcing flexibility.

Our solution

- A carefully planned transition took place, replacing legacy offshore with nearshore operations provided by Deloitte in the same city as the client's headquarters.
- This includes the establishment of a new transformation office for the client—incorporating strong energy sector experience and deep technical and domain knowledge of the client's systems and finance processes. A flexible resource pool of up to 150 Deloitte finance practitioners is also available and accessible on-demand to address the client's changing program needs. Our integrated solution support includes ongoing resolution of finance and accounting exceptions, rectifying errors in the client's sales and CRM system and implementing automation and redefined processes for cost-efficient resolutions.

The outcomes

Deloitte's managed to deliver significant benefits to the client:

- Smooth operational transfer from legacy outsourced service provider—improving processes while minimizing business disruption.
- Inject leading-edge project management capabilities to drive robust governance frameworks and innovation.
- 30 months into the new service management, Average Handle Time (AHT) for workloads was reduced by 50% for comparable processes.
- Drive continuous improvements by combining functional and IT knowledge with leading technology and automation.
- Deployed over 100 Robotic Process Automation (RPA) implementations for process automation.
- Deloitte Operate project teams provide industry knowledge and experience at many levels from governance through to frontline operations.
- Improved billing based on activity delivered meeting time and billing reduction commitments every six months during the project based on Average Handle Time (AHT) for workloads.

