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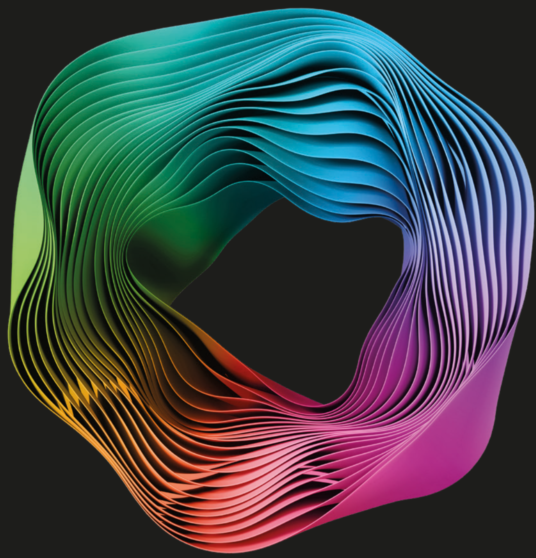
Together makes progress

Accelerating Growth with Intelligent Finance Transformation



Introduction

A leading global insurance broker was anticipating an 85% revenue growth over the next five years. To support this expansion, they aimed to transform their finance and accounting operations while upgrading their ERP and reporting framework to provide a scalable, global, and modern solution.

Challenge

Fragmented Processes: In the US, transactional subprocesses had been isolated from end-to-end processes and outsourced to a third-party vendor, lacking continuous improvement or transformation.

Global Standardization: Internationally, processes were neither standardized nor well-documented, posing a significant hurdle to achieving operational efficiency and scalability.

Solution

Operate to Transform: This approach reduced technical debt and optimized end-to-end finance and accounting operations, establishing offshore operations for enhanced capacity and flexibility.

Automation and Innovation: Implemented ready-to-use Gen AI-powered microservices from Deloitte Ascend to automate processes, leveraging the Innovation Council (collaborated team of Deloitte and client leaders), to prioritize and monitor progress and benefits realization.

Transformation & Efficiency: Embedded transformation team utilized Deloitte's Lights Out Finance™ which designed to help organizations embrace digital transformation, improve process efficiency, enhance customer satisfaction, and reallocate resources to higher-value activities.

() ™ to guide end-to-end process optimization initiatives; realized 20–50% efficiency across functional areas.

Value Delivered

25%

Run Rate Savings

99%

First Pass Rate

50%

Service Quality and Customer satisfaction improvement