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Together makes progress

ASCEND IN ACTION

Operate



Getting to the bottom of recurring batch processing failures for a Multi-National Beverage Maker.

Challenge

A multinational beverage company's invoice accounting system repeatedly failed to process sales orders during month-end close, forcing users to post documents manually. These manual workarounds were error-prone, generated high support ticket volumes, and jeopardized timely revenue recognition and close cycles.

Solution

Deloitte used the Ascend incident management and problem insights modules to ingest raw batch failure data and identify a small set of root causes responsible for most posting failures. With this insight, the team addressed the underlying issues rather than repeatedly fixing individual tickets.

Impact

By eliminating the root causes of recurring batch errors, the client avoided roughly 200 accounting hours and 300 application support hours per year, improved revenue timeliness, and reduced support tickets while saving about 200 user hours annually previously spent on manual postings.

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